



Norfolk County Council
at your service

Environment, Transport & Development Overview & Scrutiny Panel

Date: **Thursday 26 September 2013**

Time: **2.00 pm**

Venue: **Edwards Room, County Hall, Norwich**

Persons attending the meeting are requested to turn off mobile phones.

Membership

Mr B Spratt (Chairman)

Mr T Adams

Mr M Baker

Mr A Boswell (Vice-Chairman)

Mr B Bremner

Mr R Coke

Mrs M Dewsbury

Mr T East

Mr P Hacon

Ms A Kemp

Mr J Law

Mr B Long

Mr J Perkins

Mr N Shaw

Mr J Ward

Mr A White

Mr M Wilby

Non Voting Cabinet Member

Mr D Harrison, Cabinet Member for Environment, Transport, Development & Waste

Mr G Nobbs, Leader with Special Responsibility for Economic Development

**For further details and general enquiries about this Agenda
please contact the Committee Administrator:**

Julie Mortimer on 01603 223055
or email committees@norfolk.gov.uk

A g e n d a

1 To receive apologies and details of any substitute members attending

2 Minutes of the meeting held on 23 July 2013

(Page **5**)

To confirm the minutes of the Environment Transport and Development Overview & Scrutiny Panel meeting held on 23 July 2013.

3 Members to Declare any Interests

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is on your Register of Interests you must not speak or vote on the matter.

If you have a **Disclosable Pecuniary Interest** in a matter to be considered at the meeting and that interest is not on your Register of Interests you must declare that interest at the meeting and not speak or vote on the matter.

In either case you may remain in the room where the meeting is taking place. If you consider that it would be inappropriate in the circumstances to remain in the room, you may leave the room while the matter is dealt with.

If you do not have a Disclosable Pecuniary Interest you may nevertheless have an **Other Interest** in a matter to be discussed if it affects:

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

If that is the case then you must declare such an interest but can speak and vote on the matter.

4 To receive any items of business which the Chairman decides should be considered as a matter of urgency

5 Public Question Time

15 minutes for questions from members of the public of which due notice has been given.

Please submit your question(s) to the person named on the front of this agenda by **5pm on Monday 23 September 2013**. For guidance on submitting public questions, please refer to the Council Constitution Appendix 10, Council Procedure Rules or [Norfolk County Council - Overview and Scrutiny Panel Public Question Time and How to attend Meetings](#)

6 Local Member Issues/Member Questions

15 minutes for local members to raise issues of concern of which due notice has been given.

Please submit your question(s) to the person named on the front of this agenda by **5pm on Monday 23 September 2013**

- 7 Forward Work Programme: Scrutiny** (Page **20**)
To review and develop the programme for scrutiny.

- 8 ETD Integrated Performance and Finance Monitoring Report 2013/14** (Page **25**)
Report by the Director of ETD.

- 9 Norwich Area Transportation Strategy (NATS) Implementation Plan** (Page **75**)
Report by the Director of ETD.

- 10 Review of Norfolk Speed Management Strategy** (Page **128**)
Report by the Director of ETD.

- 11 Better Broadband for Norfolk** (Page **161**)
Report by the Director of ETD.

- 12 1st Annual Review of the Equality Assessment of ETD Services.** (Page **167**)
Report by the Director of ETD

Group Meetings

Conservative Group	Colman Room
UKIP	Room 504
Labour Group	Room 513
Liberal Democrat Group	Room 530

Chris Walton
Head of Democratic Services
County Hall
Martineau Lane
Norwich NR1 2DH

Date Agenda Published: Wednesday 18 September 2013



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Environment, Transport and Development Overview and Scrutiny Panel

**Minutes of the Meeting held on Tuesday 23 July 2013 at 2.30pm in the
Edwards Room, County Hall.**

Present:

Mr T Adams	Mr B Long
Mr M Baker	Mr J Perkins
Mr R Bearman	Mr N Shaw
Mr B Bremner	Mr B Spratt
Mr R Coke	Dr M Strong
Mrs M Dewsbury	Mr J Ward
Mr T Garrod	Mr A White
Mr P Hacon	Mr M Wilby
Ms A Kemp	

Part-attendance by Cabinet Members:

Mr G Nobbs	Leader with Cabinet responsibility for Economic Development
Mr D Harrison	Environment, Transport, Development & Waste

1 Election of Chairman

Mr B Spratt was elected Chairman of the Environment, Transport & Development Overview & Scrutiny Panel for the ensuing year.

2 Election of Vice-Chairman

Mr A Boswell was elected Vice-Chairman of the Environment, Transport & Development Overview and Scrutiny Panel for the ensuing year. Although he was unable to attend the meeting Mr Boswell had stated he would be willing to accept the position of Vice-Chairman if he was elected.

3 Apologies

Apologies were received from Mr A Boswell (Mr R Bearman substituted); Mr T East (Dr M Strong substituted); Mr J Law (Mr T Garrod substituted).

4 Minutes of the meeting held on 13 March 2013

- 4.1 The minutes of the meeting held on 13 March 2013 were agreed as an accurate record and signed by the Chairman, subject to the following amendment to item 9.3, 1st bullet point, paragraph 2. The word “unopposed” replacing the words “unanimously agreed”.

5 Declarations of Interest

There were no declarations of interest.

6 Items of Urgent Business

There were no items of urgent business.

The Chairman agreed to Mr Bearman reading out the following question on behalf of Dr Andrew Boswell:

“Whilst it is understood that the ETD Director is currently working out his notice, the issue of reallocating his responsibilities is critical to the department and its smooth running in during the notice period and the transition period after his leaving. Will Cabinet Member, Cllr David Harrison, as a first step undertake an immediate, urgent review of "delegated responsibilities" within ETD, and bring to members proposals for alternative line of authorities to manage these areas of decisions that may arise at any time from now? Will he also indicate what he is doing to more generally reassign the Director ETD responsibilities in the short and medium term?”

In response, the Cabinet Member for Environment, Transport, Development and Waste said that Anne Gibson and Mike Jackson would be working together to identify sensible handover arrangements during Mr Jackson's notice period. Towards the end of the notice period, this would include appropriate formal delegations where necessary. Mr Harrison continued by saying that the department was very well run and that any delegations, either upwards or downwards, would be seamlessly made at the appropriate time before the Director's notice period expired and he took up his new position with North Somerset Council.

The Panel congratulated Mr Jackson on his appointment as Chief Executive of North Somerset Council.

7 Public Question Time

The list of public questions received and their responses are attached at Appendix A to these minutes.

8 Local Member Issues/Member Questions

Following the ETD O&S Panel meeting on 13 March 2013 (Item 11.5), the Leader had written to DEFRA/Natural England to request that RA4 Blakeney Marsh should be excluded entirely from any future consideration regarding designation as a Marine Conservation Zone. Dr Strong informed the Panel that Defra/Natural England's response to the letter had been inappropriate and totally inadequate. The Leader would be writing a follow up letter, reiterating the points made previously and requesting that a more suitable answer be provided.

9 Forward Work Programme: Scrutiny

9.1 The annexed report (9) by the Director of Environment, Transport and Development was received by the Panel. The report set out the forward work programme for scrutiny.

9.2 During the presentation of the report, the following points were noted:

- The Panel was asked to consider adding two new items to the forward work programme, namely the Councillor Call for Action submitted by Mr J Dobson on restoration of a public bus service at Great Massingham; and the scrutiny of the feasibility of supporting local businesses through changes to the current business rates regime which had been referred to ETD by the Corporate Resources Overview and Scrutiny Panel at its meeting on 13 June 2013. The terms of reference for scrutiny of this topic were attached to the report at Appendix B.
- The Panel was also asked to consider whether or not it would like to hold regular scrutiny group lead meetings to discuss the scrutiny forward work programme and firm up proposals to bring recommendations for scrutiny topics to the Panel.

9.3 The following points were noted during the discussion:

- Dr Strong asked for reassurance that two existing topics on the work programme (Broadband and Mobile Phones) would not be delayed if the Panel agreed to hold scrutiny group leads meetings. The Scrutiny Support Manager said that work was continuing on the mobile phone infrastructure project and it was already planned to bring an update report to a future meeting of the Panel. .

The Panel decided to hold one further meeting of the Mobile Phone working group and a report would be brought to the Panel for it to agree the most efficient way to progress this topic.

- The Panel **AGREED** to hold scrutiny group leads meetings to discuss the forward work programme and bring recommendations for scrutiny topics to future meetings of the ETD O&S Panel.

9.4 Mr J Dobson introduced the Councillor Call for Action he had submitted on the Restoration of a Public Bus Service to Great Massingham, during which the following points were noted:

- The CCfA attached at Appendix C of the report was a summary of the issues he had raised with the Head of Democratic Services. Mr Dobson confirmed he accepted the summary that had been submitted.
- A petition from the Village Action Group at Great Massingham was

handed round for the Panel to view, together with some information on the costs and the population of villages within the area concerned.

- The villagers of Great Massingham had deemed the current service supported by the County Council to provide a feeder service linking Great Massingham to other routes as unsatisfactory for their requirements and the junction where the local community transport joined the main road was considered too dangerous.
- The Village Action Group would be taking a petition to the House of Commons to try to get the services reinstated.
- Mr Dobson proposed that a working group be established to progress this subject. He suggested that the Managing Director of Norfolk Green be invited to attend to fully explain the services that they could offer, as well as representatives from the Village Action Group.

9.5 The Chairman thanked Mr Dobson for his presentation and invited Tracy Jessop, Assistant Director Travel and Transport Services to respond to the comments made, during which the following points were noted:

- The initial request to reinstate the bus service at Great Massingham had been investigated and a solution had been reached with Great Massingham Parish Council to run a six-month trial on a feeder service to connect to other services. Unfortunately the trial had been postponed until the Councillor Call for Action had been heard by the Panel.
- The current service to the village of Great Massingham attracted an average of six passenger journeys per day which was in proportion with other villages of a similar size within the county.
- Great Massingham Parish Council had been working with the Passenger Transport team to try to reach a solution, but there was a need for a realistic and consistent approach to be maintained.

9.6 During the general discussion, the following points were noted:

- The Panel considered that Great Massingham should not be singled out for scrutiny as many other villages in Norfolk were in a similarly isolated location.
- The free bus pass service was facing a shortfall of approximately £3.5m with further cuts expected and therefore no justification could be found for subsidising extra services to this village.
- If the Panel agreed to organise a working group to look at the issue of bus services in Norfolk, the most helpful solution would be to consider issues over the whole of Norfolk which would help Members put the situation at Great Massingham into context.

- 9.7 The Panel agreed to ask the Rural Isolation Working Group set up by Cabinet Scrutiny Committee to consider rural bus services across the whole of Norfolk, and to bring their findings to a future meeting.
- 9.8 The Panel agreed to hold one further meeting of the working group to consider Snettisham Access Signs and to complete its work to try to resolve the issue of signage. This would provide policing of the area with clear guidelines to be followed in the event of complaints being received.
- 9.9 The Panel received the Terms of Reference (attached to the report at Appendix B) for the scrutiny of the feasibility of supporting local businesses through changes to business rates. This scrutiny topic had been referred to ETD Panel from Corporate Resources Overview and Scrutiny Panel at its meeting in June due to the strong economic development theme relating to this topic.
- 9.9.1 Mr Clancy, a member of the Corporate Resources Overview and Scrutiny Panel, introduced the item by saying that any work that could be done to lessen the impact of business rates on small businesses would be very welcome and would also bring new businesses and opportunities to Norfolk which in turn would help to grow the economy.
- 9.9.2 The Panel AGREED to hold a Scrutiny Group Leads meeting to progress this issue. The Scrutiny Support Manager would contact members to arrange a suitable time and date.
- 9.10 The Scrutiny Group Leads would also discuss whether Fracking should remain on the forward work programme or whether a report would only be brought to a future Panel meeting if there was any additional information to report.
- 9.10 **RESOLVED** to
- Arrange a Scrutiny Group Leads meeting to discuss:
 - When and how to conduct the scrutiny of the feasibility of supporting local businesses through changes to business rates.
 - Any additional topics for the forward work programme.
 - Whether fracking should remain on the forward work programme or whether it would only be brought to a future Panel meeting if there was additional information to report.
 - Hold a final working group meeting on the Snettisham Access Signs working group.
 - Ask the Rural Isolation Working Group to include rural bus services across the whole of Norfolk, within its Terms of Reference.

10 ETD Integrated performance and Finance Monitoring Report 2012/13

- 10.1 The Panel received the annexed report (10) by the Director of Environment, Transport and Development, updating the Panel on the year end position for ETD, together with an updated position on key projects where they are available. Members were asked to comment on the progress against ETD's service plan actions, risks and budget and consider whether any aspects should be identified for further scrutiny and consider and comment on the contents of the Economic Intelligence Report.
- 10.2 The following points were noted during questions from the Panel:
- The three unchanged risks referred to within the dashboard - "failure to comply with Landfill Allowance for 2012/13", "Failure to divert waste from landfill" and "non-compliance with Landfill Allowance for 2012/13" were kept under continuous review and once the risk had been reduced to a satisfactory level, it would be removed from the dashboard.
 - The costs of the public enquiry for the Willows related to Norfolk County Council costs in relation to its responsibilities as a waste planning authority and did not include any costs incurred by Cory Wheelabrator.
 - The target assumption for diverting waste from landfill of 200,000 tonnes related to the original projection that waste volumes would fall. However the level of waste in 2012/13 had remained broadly the same as the previous year, which had caused an increase in costs due to not achieving the forecast decline in waste.
 - 2016/2017 was the best estimate of the earliest date the Willows energy from waste plant could be working and processing waste. Therefore the target date for diverting waste from landfill, which was a long-term risk, had been amended.
 - Any changes to services and any new services for waste collection, for example food waste collections, by the District Councils was closely monitored to ascertain their effects on waste collection targets.
 - Norfolk County Council was on target to deliver a 25% reduction in operational carbon footprint by 2014/15.
 - Street lighting made up approximately 90% of ETD's carbon emissions. Embedded carbon was not included in the measure of emissions for the CRC. Part-night street lighting was on target to deliver a reduction in carbon emissions, with continuous investigation into ways of reducing the amount of energy used by street lights. LED street lights were being installed in some areas, and although these were expensive to install, they did produce carbon savings.
 - The Government's Spending Review had announced a significant amount of additional funding for infrastructure, most of which was not allocated at

the moment. Work was underway with the A47 Alliance Campaign and the Highways Agency to identify specific schemes which would help improve the A47, after which bids could be prepared to compete for this additional funding.

10.3 **RESOLVED to**

- note the progress made against ETDs service plan actions, risks and budget.
- Note the contents of the Economic Intelligence Report.

11 **Highway Asset Performance**

11.1 The Panel received the annexed report (11) by the Director of Environment, Transport and Development updating members on the performance of the significant highway assets, seeking comments on service levels and priorities for allocation for the 2014-15 budget round.

11.2 The points below were noted following questions from the Panel:

- Fen roads were still receiving significant funding and although they were no longer seen as a special case for funding, their condition remained susceptible to weather conditions and continued to be risk on the budget.
- The Panel AGREED to invite all MPs in Norfolk to explain how the funding for highways network was allocated and to listen to some of the problems experienced by road users in Norfolk.
- In collaboration with Cambridgeshire, Norfolk and Lincolnshire County Councils was continuing, even though their joint bid for funding to improve inter-joining roads had been rejected.
- No decision on the proposed allocation of the Integrated Transport Funding had been made to date. Members would be able to comment and agree how the Structural Maintenance funding was allocated when it was next reviewed, which was carried out on an annual basis.
- Priority for road maintenance was given to A and B roads as they held greater amounts of traffic.
- Tar and chippings was used to fill potholes on the more rural roads, with patchwork asphalt being used on busier routes. Contractors were reminded of the need to ensure potholes were filled before treating the road. Anyone identifying potholes or the incorrect method of filling them, could email ETDHighways@norfolk.gov.uk who would carry out an investigation.

11.3 **RESOLVED to**

- i) note the report;

- ii) note the proposed continued use of integrated transport funding to support structural maintenance funding for 2014/15 (para 3.2);
- iii) note the proposed service levels for footways (para 7.2);
- iv) note the budget need and revised priorities for 2014-15 (paras 5.6 and 7.4);
- v) support the proposed in-year changes to the Transport Asset Management Plan for 2013/14 (paras 9.4 and 9.5) for approval by Cabinet and the County Council.
- vi) ask all MPs in Norfolk to explain how the funding for highways was allocated and listen to the problems experienced by the people in Norfolk.

12 Lead Local Flood Authority Flood Investigation Duty

12.1 The Panel received the annexed report (12) by the Director of Environment, Transport and Development updating the panel on the role of Norfolk County Council as the Lead Local Flood Authority in carrying out its duty to investigate flooding in line with Section 19 of the Flood and Water Management Act 2010. Submitted with the report were three initial investigations into flooding that had occurred in Norfolk in 2012-13 at Dereham, Brooke and Little Melton. Officers would ensure that any lessons learned through the process of flood investigation will be fed back to future Panels.

12.2 During the discussion, the following points were noted:

- The flood investigation reports had been shared with the Local Member.
- All reported incidents of flooding had been filtered to identify those which needed further investigation. The vast majority of the 3477 flood reports that had not been investigated had come under the responsibility of the Highways Authority.
- As part of the Local Flood Risk Management Strategy and in line with the Lead Local Flood Authorities Duty under the Flood and Water Management Act 2010, Norfolk County Council would maintain a register of structure and features that were likely to have a significant effect on flood risk. This register would be made public and would aid local people in identifying where assets may need maintenance and/or repairing and who was responsible for these structures or features.
- Residents had a responsibility to pass flow on without affecting the rights of others. Therefore, if a private resident installed drainage pipes to direct water off their land and this subsequently led to their neighbours properties flooding they could be held responsible.
- Further information on the responsibilities of the Lead Local Flood Authority can be found at:
http://www.norfolk.gov.uk/Environment/Flood_and_water_management/index.htm

12.3 RESOLVED to:

- i) publish the Flood Investigation Reports (Appendices A-C of the report) and the revised Flood Investigation Flow Chart (Appendix D of the report);
- ii) Publish flood investigation reports in line with the revised Flood Investigation Flow Chart.
- iii) Note that the Flood and Water Management Team may close an investigation case file where it was not possible to corroborate the impact of a flood event as there is a lack of physical evidence.
- iv) Note the Flood and Water Management Team may undertake and publish an investigation where it had been possible to corroborate the impact of a flood event and there was evidence.
- v) Endorse the production of a report for the purposes of communicating Flood Investigations to the general public. The report would be sent to Risk Management Authorities and affected parties.
- vi) Provide an annual report to ETD OSP, including progress on Flood Investigations in relation to service delivery undertaken by the Flood and Water Management Team in relation to the duties conferred through the Flood and Water Management Act 2010.

13 The County Council's Economic Growth Strategy End of Year 1 Progress Report.

- 13.1 The Panel received the annexed report (13) by the Director of Environment, Transport and Development providing an update on delivery of the Economic Growth Strategy.
- 13.2 During the presentation of the report by the Assistant Director Economic Development, it was noted that due to national changes the strategy was due to be refreshed. The Spending Review had identified £2bn fund for Norfolk and Suffolk and, although the details were still emerging for each Local Enterprise Partnership (LEP), a clear strategic plan for the area was critical.
- 13.3 The following points were noted in response to questions from the Panel:
- The New Anglia LEP, serving Norfolk and Suffolk, was a strong partnership which was highly engaged with businesses in both counties.
 - The Leader of Norfolk County Council sat on the New Anglia LEP Board together with representatives from South Norfolk DC and Norwich City Council.
 - The roll-out of Broadband was progressing well and would eventually be introduced in all areas across Norfolk although it was noted that places that already had a reasonable broadband service would not receive additional services.
 - Workshops had been held inviting people who were interested in starting up a small business to attend. These workshops had been well-attended

and it was hoped that more people would be able to take advantage of the assistance provided and start up their businesses in the near future.

- The aim of the A47 Alliance was to get funding for the dualling of the A47 from Great Yarmouth Peterborough and the group based strategy gave an additional opportunity to progress that issue.
- Following a suggestion that primary schools be visited to make them aware of the apprenticeship scheme, the Assistant Director Economic Development agreed that her team would investigate this possibility. The aim would be to ensure all Norfolk schools were engaged with the apprenticeship scheme in an attempt to raise aspiration levels. This work would be done in conjunction with Children's Services.
- There was no intention to sell off any part of the County Farm estate in the foreseeable future.

13.4 **RESOLVED** to note the progress on delivery of the Strategy and the proposal to refresh it by the end of the year.

14 Norfolk Economic Growth Strategy: Future of the ex-RAF Coltishall site – Update on Future Plan.

14.1 The Panel received a verbal update report and presentation (copy attached at Appendix B), during which the following points were noted:

- 14.2
- Officers had met with the Community Reference Liaison Group (CRLG) to prepare the draft vision for the site.
 - The consultation would be launched at Coltishall on 23 July and could be found at http://www.norfolk.gov.uk/Business/Raf_coltishall/index.htm
 - Mr G Nobbs, Leader of Norfolk County Council, had written a foreword saying that this was one of the most exciting development projects that the county council had taken on. The Leader had also thanked Mr Cliff Jordan for his tireless efforts in securing the site.
 - Themes for the development of the site included providing better access onto the site, opening up by-ways and cycle routes and also preventing HGVs from using the unsuitable routes by imposing access only restrictions.
 - The zonal land plan had divided the site into 7 areas. The runway would remain, although it was made clear that Norwich Airport would not be relocating to Coltishall. There were also opportunities for using the aggregate from the runway extensions for highways projects, together with a proposal for forming a large (approximately 40 acres) solar wind farm.
 - The site was divided into 2 blocks - an airfield and a technical area. The

technical area already had hangers in situ and it was hoped this area would become the focus for job creation. A number of interested parties had indicated an interest in securing a tenancy by relocating to the site and any job creation would fundamentally stem from this technical area.

- The options included in the presentation reflected the views which had been expressed by the public and had been deemed possibly feasible options. They included:
 - Recreating the settlement of Batley Green which existed before the war and which was lost when the RAF moved onto the site.
 - Opportunities to use the old ammunition stores and bunkers for a holiday park including caravanning and camping areas.
 - Opportunities to link Piggery Lane with community woodland trails.
 - Create a heritage centre and aviation museum, telling the public about the story of the site from Battle of Britain base, to strategic Cold War site.
 - Leasing some of the land for farming purposes.
 - Leaving the runway in situ could leave the site open for use by private flying clubs.
- Once the public consultation had concluded, the results would be brought back to a future meeting of the Panel.

14.3 The following points were noted in response to questions from the Panel:

- No commercial advice had been sought in relation to using part of the site for a holiday and caravan park.
- A high level business case had been brought to the Panel meeting in January 2013. The five-year business plan remained on target and members were reassured that should the position change it would be reported to Members as appropriate.
- The settlement of Badgersfield, although technically part of Scottow Parish Council, had asked if it would be possible to create their own parish council.

14.4 Speaking as the Local Member, Mr Garrod said he was very pleased to see the options proposed for the site and that it showed how the county council consulted on important issues affecting residents of Norfolk. He also reiterated how the proposals could help bring revenue into Norfolk.

14.5 A copy of the document, outlining the which was presented to Panel in January 2013 can be found on the Norfolk County Council website:
<http://www.norfolk.gov.uk/view/etd160113item9pdf>

14.6 **RESOLVED** to note the progress to date.

15 Local Major Transport Schemes

- 15.1 The Panel received the annexed report (15) by the Director of Environment, Transport and Development outlining the new process for major transport schemes and the devolvment of funding to a local level.
- 15.2 During the presentation of the report, the Assistant Director for Economic Development drew members attention to the devolved funding, although the detailed guidance on how the new process would actually work was still awaited.
- 15.3 Members attention was also drawn to the fact that £26m was the total sum that the Norfolk and Suffolk Local Transport Bodies (LTB) would receive for the four year period from April 2015 for schemes across the two counties.
- 15.4 The topics identified under the emerging priorities had not been listed in any particular order.
- 15.5 Members were asked to comment on the list of priorities identified. This list would then be taken to the LTP at their next meeting who would agree the list of long-term and short-term priorities.
- 15.6 The train station improvements at Great Yarmouth included the building environment, bus access and onward links into the town, the exact details of which were not known at the moment.
- 15.7 The third river crossing was an initiative which had been rigorously supported by Great Yarmouth Borough Council and had been included on the priorities list.
- 15.8 The improvements to the Ely North Rail junction had not appeared on the list as the Government had indicated it would provide funding for these improvements in the next infrastructure rail investment programme.
- 15.9 The Long-Stratton bypass had previously been listed as a priority, but had not appeared in this list.
- 15.10 The Panel agreed that the list had identified the correct emerging priorities.
- 15.3 The Panel **RESOLVED** to note the report and the list of emerging priorities.

(The meeting closed at 5.15 pm)

Chairman



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PUBLIC QUESTIONS

7 Public Question Time

7.1 Question 1 from John Martin

Has there to date been an opportunity for NCC to serve notice of termination under Schedule 26 (Planning) to the Waste PFI Contract?

Reply by the Cabinet Member for Environment, Transport, Development and Waste

Yes. If the contractor experiences an extensive delay in securing planning permission then Paragraph 3.2.5 in Schedule 26 of the Contract gives the option to terminate and pay the relevant compensation or request a draft revised project plan. In the light of the delay caused by the Public Inquiry a draft Revised Project Plan was requested on 31 January 2013, however the provisions of Schedule 26 still allow for termination to occur for failure to obtain planning permission.

1.2 Question 2 from John Martin

If so, was this reported to the NCC Cabinet at the time?

Reply by the Cabinet Member for Environment, Transport, Development and Waste

Yes. I understand that the previous administration was briefed on the options and implications in relation to delays caused by a call in of the planning process in advance of the notice being issued. In addition, the notice was drafted in consultation with the Cabinet Member.

1.3 Question 1 from Christine Hall

Does the Panel have any valid reasons for not recommending to the Cabinet and the full Council that no further steps should be taken by officers, under the Waste PFI Contract, until the independent reports have been received and analysed?

Reply by the Chairman

The County Council has resolved to keep open the option of proceeding with the contract. We therefore need to fulfil our client role in the contract, while the independent reviews are completed. It would be negligent not to do so. Officers are working closely with Cabinet in this regard. This was agreed at a full Council meeting at which all Members – including those on the Panel – were able to attend and make their views known.

1.4 Question 2 from Christine Hall

What is the earliest date now on which NCC could serve notice of termination under Schedule 26 to the contract?

Reply by the Cabinet Member for Environment, Transport, Development and Waste

Under the terms of the contract, after it has requested a draft Revised Project Plan the County Council has a period of six months to negotiate this draft. The contract states that within or at the end of that six months, unless it is extended, a notice can be issued at any time and therefore could be issued now. However, this would expose the County Council to termination liabilities and the County Council has already resolved to keep open the option of proceeding with the contract.

1.5 Question 1 from Alan Hall

Why did the report to the Cabinet Scrutiny Committee meeting on 4th June 2013 not expressly state that officers had served formal notice in January 2013 requesting a Revised Project Plan ("RPP") and that they had been in possession of a RPP since April 2013?

Reply by the Cabinet Member for Environment, Transport, Development and Waste

Officers took their lead from the Full Council. The report was provided in response to the Full Council motion approved on 13 May 2013 that Cabinet Scrutiny Committee *'at its meeting on 4 June 2013, is asked to consider the specified question of the contractual penalties which would arise in the event of the Council withdrawing from the contract'* details of the Revised Project Plan process was not a major focus of the report.

However, it was stated in the section of the report 'Termination for Failure to Secure Planning Permission' paragraph 3.1.1 that:

'We have now reached the position where a Revised Project Plan is required and we are in discussion with the contractor with regards to this'.

It was also stated in the section 'Background' at paragraph 2.3 that:

'The service was expected to start in 2015 but due to the protracted nature of the planning process this is not going to happen and the contractor has therefore had to put in place plans and arrangements to accommodate this delay'.

1.6 Question 2 from Alan Hall

Why were these events seemingly never reported to the Panel?

Reply by the Cabinet Member for Environment, Transport, Development and Waste

These actions were all consistent with the Cabinet decision to approve the contract in March 2011. There was no need to report them to Panel.

Cabinet were briefed on the options and implications in relation to delays caused by a call in of the planning process in advance of the notice being issued. In addition, the notice was drafted in consultation with the Cabinet Member.

1.7 Question 1 from Ron Cornell

In January 2013 a consultation draft Master Plan was promised for last month. What has gone wrong?

Reply by the Leader of the Council

Nothing has gone wrong. Good progress is being made. Various ideas were presented in May at a Residents' Open Day and to the Community Liaison Reference Group (CLRG). Feedback from these events has helped to guide the County Council's work on creating the 'Development Vision'. This includes more defined layouts and options for employment and residential areas along with clearer strategies for enterprise & investment, accessibility, heritage and green infrastructure. The Panel has a briefing on the proposals today.

Full consultation on the Development Vision will commence with an event with the CLRG tonight and members of the public will be able to take part in the consultation on the Development Vision over the summer. In addition, the County Council will be supporting any local parish councils who wish to discuss or exhibit our plans over the summer, leading to adoption of the plans during the autumn of 2013.

1.8 Question 2 from Ron Cornell

Given the huge cuts that will now have to be made, is there any reason why the Panel should not recommend the Cabinet to sell on the site to Hans House/Artemis?

Reply by the Leader of the Council

Yes. For a start the Ministry of Justice rejected the Hans House proposal. The value of the site far exceeds the sums previously offered by Hans House. Any substantiated offers or expressions of interest in the site will be considered in the context of the Council's objectives for the site.

We have previously published a high-level business case that shows we can expect to recover our investment within five years and generate an ongoing income stream to support Council services in the future. This is in addition to the wider benefits to the local community and wider Norfolk economy.

Forward Work Programme: Scrutiny

Report by the Director of Environment, Transport and Development

Summary

This report asks Members to review and develop the programme for scrutiny.

Action required

Members are asked to:

- i) consider the attached Outline Programme (Appendix A) and agree the scrutiny topics listed and reporting dates.
- ii) consider new topics for inclusion on the scrutiny programme in line with the criteria at para 1.2.

1. The Programme

1.1. An Outline Programme for Scrutiny is included at Appendix A.

1.2 Members of the Overview and Scrutiny Panel can add new topics to the scrutiny programme in line with the criteria below: -

i) High profile – as identified by:

- Members (through constituents, surgeries, etc)
- Public (through surveys, Citizen's Panel, etc)
- Media
- External inspection (Audit Commission, Ombudsman, Internal Audit, Inspection Bodies)

(ii) Impact – this might be significant because of:

- The scale of the issue
- The budget that it has
- The impact that it has on members of the public (this could be either a small issue that affects a large number of people or a big issue that affects a small number of people)

(iii) Quality – for instance, is it:

- Significantly under performing
- An example of good practice
- Overspending

(iv) It is a Corporate Priority

- 1.3 At the Panel's last meeting, it was agreed that meetings of scrutiny group leads should be held to discuss the scrutiny forward work programme and make recommendations on matters such as new topics for scrutiny. The first such meeting was held on 19 August and the Panel will receive verbal feedback on the main points of discussion.

2. **Section 17 – Crime and Disorder Act**

- 2.1. The crime and disorder implications of the various scrutiny topics will be considered when the scrutiny takes place.

5. **Equality Impact Assessment**

- 5.1. This report is not directly relevant to equality, in that it is not making proposals that will have a direct impact on equality of access or outcomes for diverse groups.

Action Required

The Overview and Scrutiny Panel is asked to:

- (i) consider the attached Outline Programme (Appendix A) and agree the scrutiny topics listed and reporting dates;
- (ii) consider new topics for inclusion on the scrutiny programme in line with the criteria at para 1.2;

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 and ask for Keith Cogdell or textphone 0344 800 8011 and we will do our best to help.

Outline Programme for Scrutiny

Standing Item for the Environment, Transport and Development O & S Panel: Update for 26 September 2013

This is only an outline programme and will be amended as issues arise or priorities change

Scrutiny is normally a two-stage process:

- Stage 1 of the process is the scoping stage. Draft terms of reference and intended outcomes will be developed as part of this stage.
- The Overview and Scrutiny (O&S) Panel or a Member Group will carry out the detailed scrutiny but other approaches can be considered, as appropriate (e.g. 'select committee' style by whole O&S Panel).
- On the basis that the detailed scrutiny is carried out by a Member Group, Stage 2 is reporting back to the O&S Panel by the Group.

This Panel welcomes the strategic ambitions for Norfolk. These are:

- A vibrant, strong and sustainable economy
- Aspirational people with high levels of achievement and skills
- An inspirational place with a clear sense of identity

These ambitions inform the NCC Objectives from which scrutiny topics for this Panel will develop, as well as using the outlined criteria at para 1.2 above.

Changes to Programme from that previously submitted to the Panel on 23 July 2013

Added

- The feasibility of supporting local businesses through changes to the current business rates regime.

Deleted

- None.

Topic	Outline Objective	Cabinet Portfolio Area	Stage 1 (scoping report)	Stage 2 (report back to Panel by Working Group)	Requested by	Comment
Scrutiny Items – Active						
1. Mobile Phone coverage for rural and urban areas in Norfolk, and digital radio	To review provision of effective mobile phone coverage for rural and urban areas in Norfolk.	Economic Development		Various	1 September 2009 (by a Scrutiny Task & Finish Group set up by the former ED&CS O&S Panel).	Being progressed by a Member Working Group. Meeting held on 16 September and revised terms of reference to be submitted to the Panel in November.
2. Snettisham Access signs	To achieve an agreed, unified view of the signs issue between the key responsible authorities in order to give the police a firm line to prevent further escalation in acts of criminal damage or violence.	Environment and Waste	Councillor Call for Action submitted to Panel by Cllr Dobson		Councillor Call for Action submitted to Panel by Cllr Dobson – October 2012 meeting.	Being progressed by a Member Working Group.

Continued.../

Topic	Outline Objective	Cabinet Portfolio Area	Stage 1 (scoping report)	Stage 2 (report back to Panel by Working Group)	Requested by	Comment
3. Fracking	To establish the Council's position on 'fracking' with particular reference to: its potential impact on Norfolk's environment and the county's wider contribution to carbon emissions and; its possible implications for local planning policy."	Environment and Waste Planning and Transportation			County Council, following a motion at the 14 January 2013 meeting.	Member Working Group met once in February 2013. Decision needed on how to proceed with this item.
4. Broadband coverage for rural and urban areas in Norfolk	To review broadband coverage for rural and urban areas in Norfolk (following implementation of the Broadband for Norfolk project).	Economic Development	TBC	TBC	14 September 2011 O&S Panel	Report on agenda for this meeting of the Panel.
5. The feasibility of supporting local businesses through changes to the current business rates regime	To improve understanding of the impacts that the current business rates regime has on local businesses and be better placed to decide whether any local action to mitigate these impacts would be appropriate.	Economic Development	Agreed 23.7.13	TBC	23 July 2013 O&S Panel	Discussed by ETD Scrutiny Leads with a view to bringing proposals on the best future approach to the Panel.

Environment, Transport and Development Department Integrated Performance and Finance Monitoring Report 2013/14

Report by Director of Environment, Transport and Development

Summary

The information included within this report is mainly based upon Q1 2013/14 for Environment, Transport and Development (ETD), along with an updated position on key projects where available. Any significant changes to the performance information between publishing this paper and presenting to Panel will be updated verbally. An update of progress made against the 2013/14 service plan actions, is included on an exception basis. The report is structured around the ETD dashboard (Appendix A to this report). Symbols have been included within the body of this report in order to direct Members to the associated quadrant of the dashboard. Also included is a definition 'guide' to the indicators (Appendix E to this report).

- **Revenue Budget:** Revenue expenditure is forecast to outturn to budget and is rated Green. More detail is contained in Appendix B to this report.
- **Capital Budget:** The Highways programme for 2013/14 has been revised to £51.305m. The Environment and Waste programme for 2013/14 is £7.858m and is forecast to be delivered on budget. The Economic Development programme for 2013/14 is £8.096m and is forecast to be delivered on budget.
- **Service plan actions:** Activity in this report relates to the 2013/14 service plans which were agreed by Panel on the 13 March 2013. Updates to the ETD service plans show that from the 95 actions, 1 was showing as Red 'off target', 6 were showing as Blue 'slightly off target' and 82 actions were Green 'on target' and 6 actions had not been rated.
- **Dashboard:** The dashboard for ETD which forms the basis of this report is attached as Appendix A. The dashboard includes all measures of departmental significance as agreed by the management team and Panel members. Further detail as to why is included within the main body of this report and Appendix E contains definitions for all measures within the dashboard.
- **Economic Intelligence Report:** Appendix F is a report detailing economic intelligence information for Norfolk for the period.
- **Risks:** Appendix G contains information on risks relevant to ETD and the services it delivers. At the time of reporting there were four risks deemed as having corporate significance relevant to ETD. All four risks were rated as "Amber – some concerns".

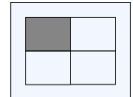
Action Required:

Members are asked to:-

- Comment on the progress against ETD's service plan actions, risks and budget and consider whether any aspects should be identified for further scrutiny.
- Consider and comment on the contents of the Economic Intelligence Report

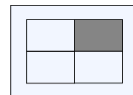
1 Background

- 1.1 This report updates the ETD performance dashboard for Overview and Scrutiny Panel based mainly upon May/June 2013 information. The dashboard acts as an overview of departmental performance, identifying progress against four themes, Delivering Norfolk Forward, Managing our Resources, Outcomes for Norfolk People and Service Performance.
- 1.2 The purpose of this report is to alert Members to areas of concern and highlight areas of improvement within the ETD dashboard including an update on the financial position against the budget at the end of 2012/13.



2 Delivering Norfolk Forward

- 2.1 The overall rating for the ETD transformation and efficiency programme remains Green showing that the department is largely on track to achieve improvements and savings.
- 2.2 The ETD programme is made up of a number of projects, some of which are long term (for example the NNDR and the Waste PFI) and others which are nearing completion (for example the highways service delivery project which Cabinet recently approved the contract award for).
- 2.3 Work also includes improvement of processes and working arrangements within the department through a range of different activities. Examples of this include reviewing the way we process customer enquiries in high volume areas like highways maintenance, as well as reviewing printing and photocopying activity. Detailed review of some back office spend is also being carried out in order to identify potential savings, for example a recent review of telephone provision at our area offices has identified areas of saving by reducing the number of analogue phones provided.



3 Managing our Resources

- 3.1 The 2013/14 sickness absence target for ETD is 5.5 days per FTE (Full Time Equivalent). The target has been kept the same as 2012/13 in recognition that the end of year position (5.8 days) didn't quite reach the target, although it was over a day less than the overall NCC target of 6.6 days per FTE.
- 3.2 Although early in the year, the projected sickness figure at the end of June 2013 is 5.6 days per FTE. This is a reduction on the same period last year when the projected figure was 5.79 days.

Reducing energy consumption

- 3.3 The target for reducing the Council's operational carbon footprint is 25% by 2014/2015, based on the 2008/2009 baseline (94,632 tonnes). This means that as an organisation we need to reduce the amount of carbon dioxide we emit by 23,658 tonnes by 2014/2015.
- 3.4 The rolling 12 month figure up until June 2013 shows that overall performance for buildings occupied by ETD has continued to improve. Compared to the 2008/09 baseline, the department is using around 38% less energy. Although this figure relates only to buildings fitted with automated meter readings (AMRs), (it excludes transport and street lighting impacts) it does provide a good overall indication for performance.

- 3.5 Figures for the same period relating to street lighting and traffic signals also show a reduction in the amount of electricity being used. Between April and June 2013 this reduced by 378,716 (kWh).

Premises

- 3.6 The amount of money spent on ETD premises reduced by £33 per FTE between 2011/12 and 2012/13, through an overall saving of £200k (£3,237,084 in 2011/12 to £3,036,841 in 2012/13). The measure is affected not only by reducing the amount of money spent on premises but also by the number of premises and the number of FTE. The saving was achieved despite a reduction in the number of staff, which happened over the same period.
- 3.7 A reduction in the amount of Landfill Sites energy use and the sale of EPIC studios have both contributed towards the overall financial saving (note: changes to costs associated with landfill sites are subject to change as sites energy use associated with gas and leachate control change).
- 3.8 Over the same period spend on premises also increased in some areas. Increases were caused by amongst other things RAF Coltishall (£21k) and roof repairs to the Bus Station (£218k).

Risk update

- 3.9 The ETD departmental risk register reflects those key business risks that need to be managed at the Departmental Management team level, affecting service delivery which falls under the department's responsibility. If not managed appropriately, these risks could result in services failing to achieve one or more key objectives and/or suffering a financial loss or reputational damage. The risk register is a dynamic document that is regularly reviewed and updated in accordance with the Council's "Well Managed Risk – Management of Risk Framework".
- 3.10 All risks are reviewed by risk owners on a monthly basis to ensure that risk scores and target dates reflect the current position against current service objectives.
- 3.11 At the time of reporting the ETD departmental risk register contained fourteen risks, four of which are deemed as having corporate significance (these are risks that are so significant that they have the potential to impact on corporate/strategic objectives, or are beyond the scope of individual departments to manage).
- 3.12 Overall of the fourteen risks that appear on the risk register, in terms of the current risk rating, three are reported as 'High' (Red - risk score of 16 to 25) and eleven are reported as 'Medium' (Amber - risk score 6 to 15). The four risks deemed as having corporate significance are rated as Medium' (Amber - risk score 6 to 15).
- 3.13 The prospect of meeting the target score by the target date is a reflection of how well identified mitigation tasks are controlling the risk.
- 3.14 Of the fourteen risks on the register, five are on schedule to be mitigated so the prospect of them meeting their individual target scores by the target date is assessed as "Green - on schedule". Eight are assessed as "Amber– some concerns", showing that mitigation targets may not be met.
- 3.15 "Failure to improve the energy efficiency of NCC operations or prepare for CRC" has had the prospect of meeting its target score by the target date reduced from "Green" to "Amber". This is as a result of the protracted cold weather into 2013 which will challenge energy targets for the year.

- 3.16 “Failure to deliver long term flood and coastal erosion risk management mitigation measures to areas affected in the long term by local and strategic flood and coastal erosion risk” has been added to the risk register as a result of member discussions at the Audit Committee and subsequent consultation with the Climate Change team.
- 3.17 The four risks deemed as having corporate significance appear on the departmental performance dashboard (appendix A) as well as the corporate risk register, which is reported to each Audit Committee meeting
- 3.18 The current corporate level risks relevant to ETD are:
- Failure to deliver the Willows Power and Recycling Centre (RM14113)
 - Failure to implement Norwich Northern Distributor Route (NNDR) and the Postwick Hub junction improvement (RM0201)
 - Failure to deliver long term flood and coastal erosion risk management mitigation measures to areas affected in the long term by local and strategic flood and coastal erosion risk (RM14114)
 - Incident at key NCC premises or adjacent causing loss of access or service disruption (RM14098)
- 3.19 A copy of the departmental risk register containing more detail on risks deemed as having corporate and departmental significance, as at the end of July 2013 is attached as Appendix G.

Revenue budget

- 3.20 The ETD revenue expenditure is forecast to outturn to budget and is rated Green. More detail is contained in Appendix B to this report.

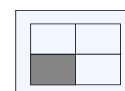
Capital programme

- 3.21 The Highways programme is shown in Appendix C. The programme reflects the LTP allocation, which is entirely grant funded, and external funding sources, such as developer contribution and additional capital grants.
- 3.22 The Highways programme for 2013/14 has been revised to £51.305m. The programme will be actively managed throughout the year to aim for full delivery within the allocated budget. Schemes are planned at the start of the year but may be delayed for a variety of reasons e.g. planning consent or public consultation. When it is identified that a scheme may be delayed then other schemes will be planned and progressed to ensure delivery of the programme and the original schemes will be planned to be included at a later date. Over / (under)spends and slippage will be carried forward to 2014/15, details of the programme are in Appendix C.
- 3.23 The Environment and Waste programme for 2013/14 is £7.858m and is forecast to be delivered on budget, details are in Appendix C.
- 3.24 The Economic Development programme for 2013/14 is £8.096m and is forecast to be delivered on budget, details are in Appendix C.

Other financial information Reserves and Partnerships

- 3.25 The balance of reserves as at 30 June is £24.538m, including £7.789m in respect of the Street Lighting PFI and £3.185m relating to Highways maintenance.

- 3.26 The reserve balances are held for specific purposes and the use of the reserves is constantly reviewed and where possible released to support other areas of service delivery.

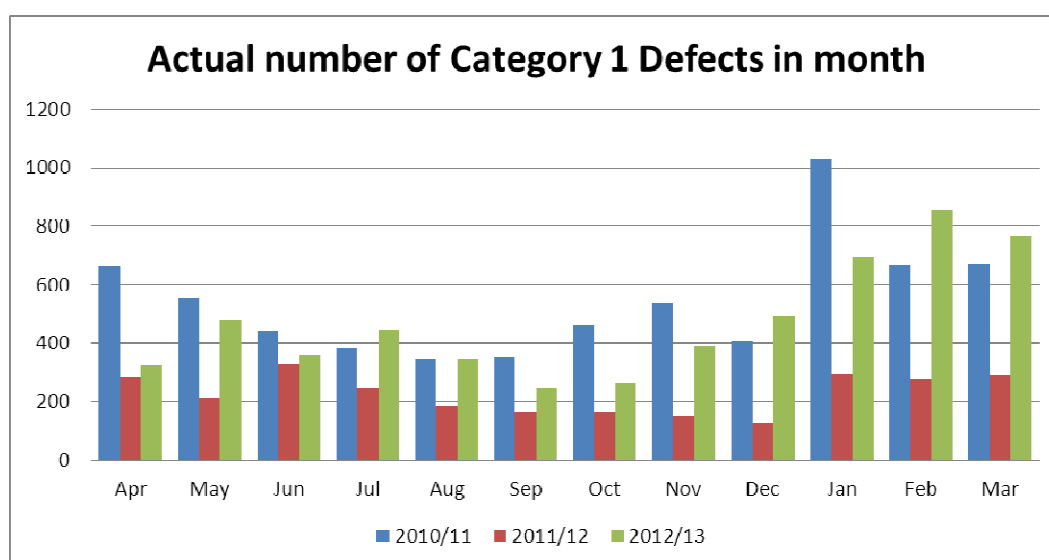


4 Service Performance

- 4.1 The measures within this quadrant include a 'cross section' of information that gives an overall view of performance for ETD. They are made up of service specific measures that were agreed by the management team to reflect the key priorities within the department. Within this section of the report we have also included some associated areas of activity from services which contribute towards overall departmental performance and which feature within 2013/14 ETD service plans.

Highways

- 4.2 Quarter one figures for 2013/14 show a reduction in the number of category one defects (certain types of potholes) between April (533 identified) and June (287 identified). Compared to the same period in 2012/13 quarter one has started from a higher number of defects. In 2012/13 April had 324 category one defects reported, increasing to 362 in June 2012. In June 2013 figures fell below target for the first time since October 2012 (287 category one defects were reported against a target of 328).
- 4.3 The graph below shows the actual number of category 1 defects (in month) comparing the past three years. It shows that the number of defects was high in 2010/11, with a 'spike' in January. 2011/12 figures remained relatively consistent, below 2010/11 levels. 2012/13 figures increased again above 2011/12 levels but did not exceed the January 2010/11 figure. Despite the fluctuation, over the same three year period response times have remained consistently high, on average over 95%.

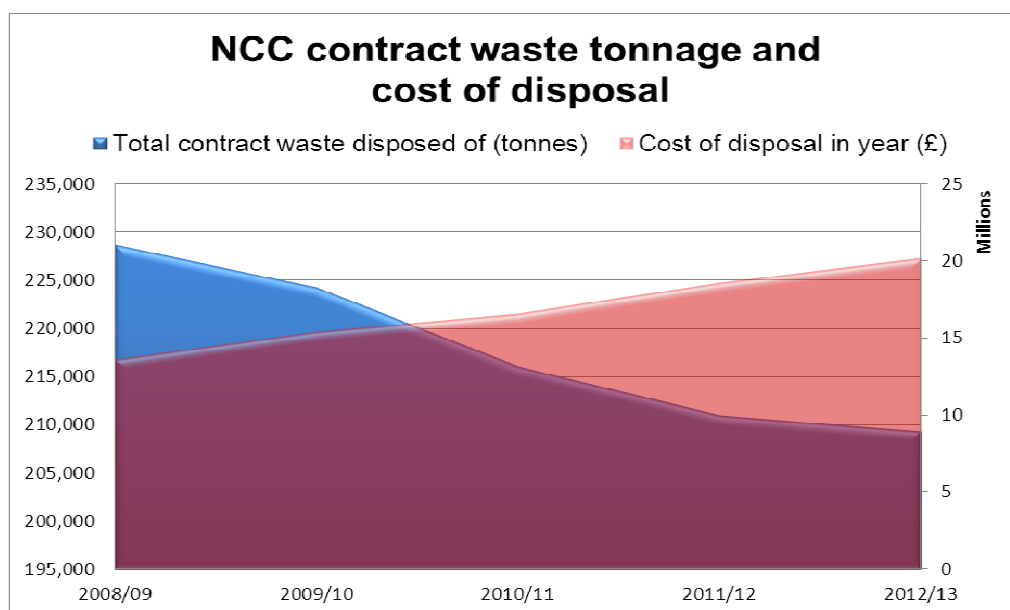


- 4.4 Norfolk County Council's annual road surface dressing programme began on 15 April 2013. The programme, which will cover 2,218,881 sq metres (that is 463km or around 288 miles of our road network), started in the Brundall, Belton and east coastal areas. Surface dressing is one of the best ways of extending the life of roads while contributing to safety by improving skid resistance and preventing potholes. The process involves laying a thin layer of bitumen and chippings on to the road, stopping water penetration and reducing the number of potholes caused by frost. This year's planned programme is worth £9.2m.

- 4.5 On 5 August 2013 Cabinet were asked to provisionally award the contract for maintenance and construction work to Lafarge Tarmac. The contract is worth between £300m and £480m, will potentially last for 12 years and includes the maintenance of all Norfolk's roads, surfacing and surface dressing, white lining, rural grass cutting, and highway construction projects of up to £10m.
- 4.6 Over 12 years, the contract could save the county's taxpayers up to £4.4m a year. At the same time, the quality of repairs to the county's roads would improve through the use of more durable materials and modern techniques.
- 4.7 Among key commitments in the deal are:
- High quality and durable road surfacing, with new roads laid using the latest technology
 - Faster reinstatement of white lines and clearance of sites after works
 - Fewer works vehicle movements (and therefore emissions) on our roads
 - Improved cyclist and pedestrian safety through advanced warning systems fitted to heavy vehicles
 - 12 apprentices employed directly at any one time, plus more in the supply chain
 - High rates of recycling of asphalt and other materials.

Waste

- 4.8 Managing the amount of household waste produced in Norfolk will always be a challenge needing a variety of solutions. As the waste disposal authority we work in collaboration with the District Councils, as collection authorities, to explore new and innovative ways to manage waste and reduce the amount that is disposed of through landfill.
- 4.9 In Norfolk alone, the waste market is estimated to be worth at least £100m a year, of which around £30m relates to the County Council's responsibility for dealing with household waste. The remainder of the market is things like commercial and industrial waste.



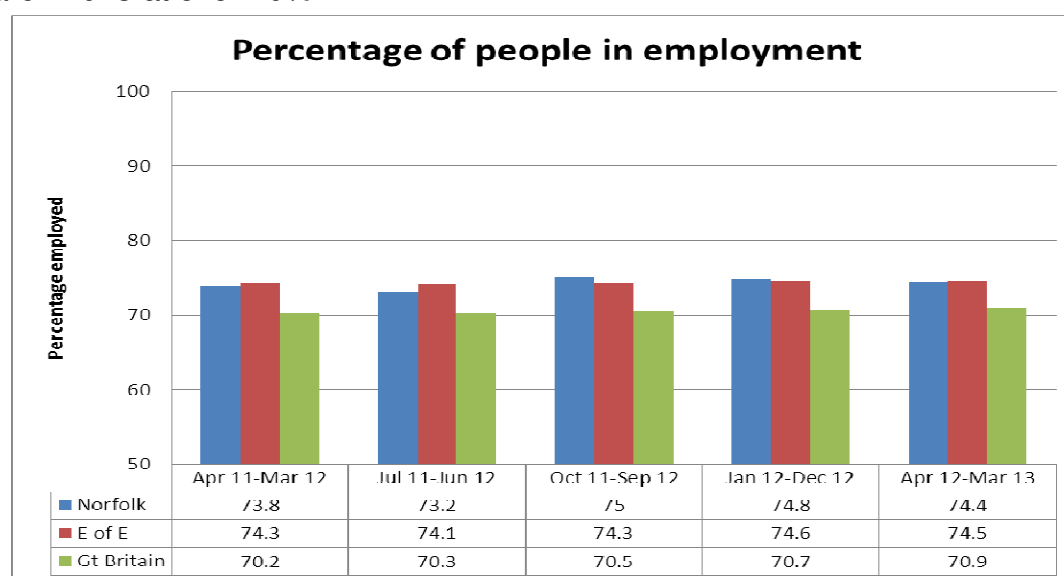
- 4.10 The graph shows that the amount in tonnes of residual waste has declined. In 2008/09 waste levels were up to over 228,000t but by the end of 2012/13 this had reduced to just over 209,000t. There are early indications that this recent decline has now

plateaued, and may start to increase as the economy grows again, a concern that has been raised by several national bodies involved in waste management.

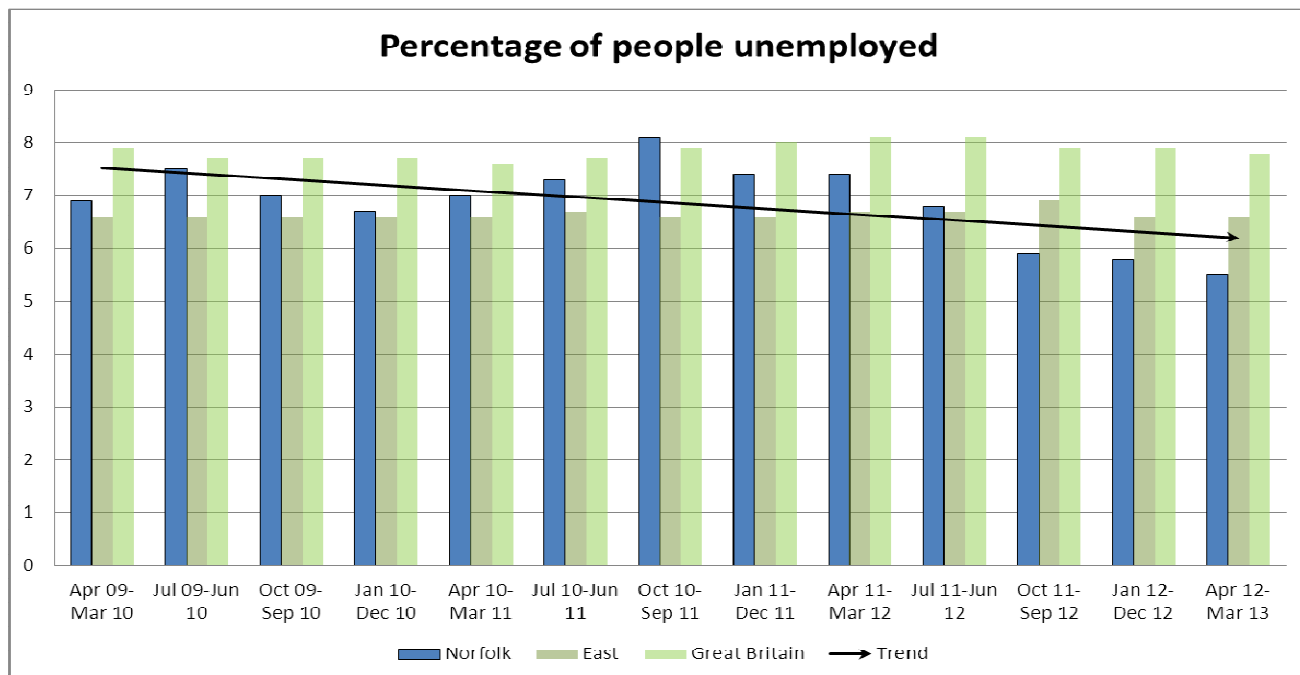
- 4.11 Despite the decline in NCC contract waste disposed of, in contrast, the cost of disposal has continued to rise as the graph also shows. In 2008/09 it cost over £13m to dispose of NCC contract waste but by 2012/13 this cost had risen to over £20m, despite the actual amount of waste declining due mainly to the cost of Landfill Tax. Costs relate to 'black bag type' waste only and do not include clinical and hazardous waste and other items requiring specialist treatment, which add to the total costs.

Employment

- 4.12 Figures below from the Office of National Statistics (ONS) show that the percentage of people in employment in Norfolk remained fairly consistent between April 2011 and March 2013 at over 70%.



- 4.13 Compared to the East of England, Norfolk's figures have been largely consistent and have been around 4% above the average for Great Britain.
- 4.14 There were 16,275 people claiming Job Seekers Allowance (JSA) in June 2013, 895 less people than the same time last year. In June the largest percentage of JSA claimants remained in Great Yarmouth, at 5.5%. This was 1.3% lower than in March but the amount of people claiming for more than 12 months remained the same at 1.9%. This is high compared to the national picture of 3.5% of people claiming JSA (this is a drop from 3.9% in March), and compared to 1% of those claiming for 12 months or more. The only other district council area with the number of people claiming JSA above the national average remained Norwich (4.7% also a drop from March when it was 5%). The lowest percentage of claimants remained in Broadland with 1.7%, with 0.4% claiming for 12 months or more. The number of people claiming JSA is only part of the picture as some people may not be claiming, despite being out of work, or may be in receipt of other out of work benefits.
- 4.15 Overall in comparison to the East of England and Great Britain, unemployment figures (below) in Norfolk show a downward trend. Since the period October 2010/September 2011 the number of people unemployed in Norfolk has been falling (35,500 in October 2010/Sept 2011 to 24,100 in April 2012/March 2013).



Apprenticeships

- 4.16 The 'Apprenticeships Norfolk Fund' was launched in September 2012 to deliver up to 500 apprenticeships and pre apprenticeship training for 16-24 year olds (including care leavers and 80 placements within NORSE) by March 2014. By 24 July 2013 80 apprentices had been funded through the programme. In addition NORSE had delivered 86 apprenticeships and the County Council a further 27 apprenticeships with a further 8 to 10 currently being advertised.
- 4.17 For the last quarter NAS figures show that the number of 19 to 24 year olds starting an apprenticeship in Norfolk increased by 11.1%, compared to a regional increase of 8.2% and a national one of 2.8%. Where 16-18 year olds are concerned, the number placed represents a 4.5% increase in Norfolk, compared to decreases of 9.5% regionally and 13% nationally.
- 4.18 As part of a joint bid with Suffolk, NCC also secured £200,000 from the Coastal Communities Fund (CCF) to establish 66 Norfolk offshore engineering apprenticeships. Anglia Farmers also secured £1.4m from the Growth & Innovation Fund for agri-engineering apprenticeships, to meet a predicted need for 10,000 of these jobs. The delivery partner for CCF has been appointed and a timetable is in place for the delivery of placements. An awareness raising campaign is under way and the Council is ensuring that all three programmes complement each other.

European funding

- 4.19 On 8 July 2013 Norfolk County Council was named as programme manager for the next seven years for a €350m cross-border EU programme between France and England. The France - (Channel) - England Interreg Programme (F(C)E), will support the UK and France in delivering economic growth in an area stretching from Cornwall to The Wash.
- 4.20 As well as creating highly skilled jobs in Norfolk, the contract will provide an investment of around £12m into the Norfolk economy and generate opportunities for Norfolk companies to deliver work for the programme.
- 4.21 There will be a number of possible themes for the 2014 programme, including: promoting investment in innovation and research, product and service development, social innovation and public services; low carbon research, innovation and adoption;

innovation in environmental protection, resource efficiency and green growth and support for social enterprises.

Having the infrastructure to support economic growth

- 4.22 As a result of a new process for major transport schemes devised by Government a Local Transport Body (LTB) called the 'Norfolk and Suffolk Local Transport Body' has been established.
- 4.23 Government has confirmed £26m funding for major transport schemes across the two counties for a four year period from April 2015. Some funding has been held back by Government to be allocated on the basis of the quality of the LEP's Strategic Economic Plan as part of the competitive elements of the Local Growth Fund. Decisions on this funding will be made following Growth Deal negotiations with the government.
- 4.24 Following stakeholder engagement the LTB submitted their priority schemes to government at the end of July. For Norfolk, the list was (not in any particular order):
- Improving the Thickthorn Junction which acts as a link between the A47 and A11
 - Public transport in Norwich, through delivery of the Norwich Area Transportation Strategy
 - Scheme development costs for Third River Crossing Great Yarmouth
 - Easton / Longwater Junction with the A47
 - Lynn Sport Access Road in King's Lynn
 - Blofield to Burlingham dualling
 - Great Yarmouth train station improvements.
- 4.25 At the December 2012 Cabinet meeting it was agreed that the Norwich Northern Distributor Route (NNDR) should follow the Nationally Significant Infrastructure Plan route under the Planning Act 2008. Following changes made by Government to the Planning Act at the end of July 2013, an application was made to the Secretary of State for Transport to enable the NDR to continue as a nationally significant project. On 19 August the NDR was confirmed as a project of "national significance" by Transport Secretary Patrick McLoughlin. The basis of this decision was that the NDR:
- Provides a link from the Trans European road network (the A47) to Norwich International Airport,
 - Supports growth, including 135ha for businesses and jobs,
 - Improves connections for offshore energy companies based at Great Yarmouth.
- 4.26 More information on the project is contained elsewhere on this agenda.

Broadband

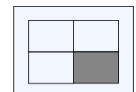
- 4.27 The village of Croxton near Thetford, become the first community in the county to get connected to high-speed fibre broadband on 5 July 2013 under a partnership between Norfolk County Council and BT. 30 locations have been brought forward from our planned schedule, so the first high speed broadband services will become available between July and September. This will bring better broadband to around 3,500 homes and businesses in this phase.
- 4.28 The Better Broadband for Norfolk programme was launched to help large parts of Norfolk that currently suffer from slow or no broadband access. In 2011 the council pledged £15 million to the scheme, and this was matched by central Government as it became one of the first local authorities in the UK to be successful in bidding for BDUK funding under the framework contract. In addition to covering the ongoing costs of supporting and maintaining the network, BT is making an £11 million contribution

towards the cost of installing the fibre infrastructure, bringing the total capital investment in the project to £41 million.

- 4.29 Further information on performance in Q1 for Norfolk's economy is contained in the Economic Intelligence paper attached as appendix F.

Environment

- 4.30 Since the start of 2012/13 the number of people accessing and downloading online national trails information has increased (2836 April 2013 to 12138 June 2013).
- 4.31 In July 2013 a series of digital treasure hunt challenges and new interactive website features were launched on Norfolk Trails. The system allows people exploring the Nar Valley Way to use GPS-enabled smartphones to find the "treasure" along the Trail thanks to a geocaching trail that has been installed between Castle Acre and West Acre by Norfolk County Council with the help of Norfolk Trail volunteers. People can also search online for walks along Angles Way and Nar Valley Way. Information includes heritage, cultural and biodiversity features along the route, plus nearby services such as public transport information. There is a mobile-friendly version of the search function so people can also download the maps straight to their phones and then view them when out walking. Places to stay, eat and drink are also being added to the website.
- 4.32 The Historic Environment Service (HES) has been involved in a range of externally – funded heritage projects, including the National Mapping Programme on aerial photographs, the Norfolk Monuments Management Project and East Anglian Archaeology. Other externally funded heritage projects in development over this period include Thetford-Nagawa (Japan), The Eighth in the East (USAAF airfields), Cold War Anglia (UEA), Breaking New Ground (Brecks Landscape Partnership), digitisation projects and projects with the Norfolk Windmills Trust to divest or to conserve NCC-owned or leased heritage assets (mills and pumps). Most of these are bids to the Heritage Lottery Fund.
- 4.33 The work of the HES and the Leader's involvement with heritage at Former RAF Coltishall was the lead story in the Eastern Daily Press on 29 June, on the front page and pages 2-3.
- 4.34 Up to 140 people a day are accessing our information about Norfolk's heritage online, at www.heritage.norfolk.gov.uk



5 Outcomes for Norfolk People

Road Safety

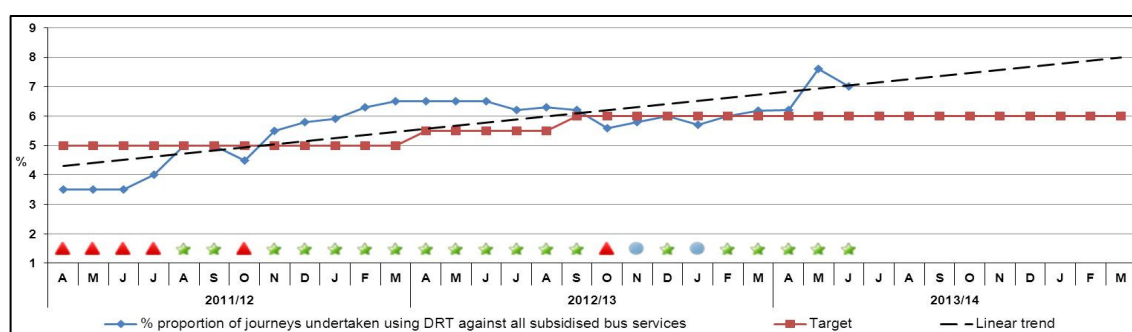
- 5.1 The long term trend shows a decline in people being killed or seriously injured on Norfolk's roads. Figures remain under target in Q1 despite the rolling 12 month total increasing from 354 (April target 415) to 373 (June target 413).
- 5.2 The rolling 12 month total for KSI's involving children (under the age of 15) has reduced from the same period last year. In April 2013 the 12 month rolling total was 23 KSI's involving children, compared to 37 incidents at April 2012. June 2013 figures show a slight increase from April 2013 with 26 incidents but remains below the June 2012 figure of 33 incidents. The lowest figures were seen in December and February when figures reduced to 22.
- 5.3 KSI's involving young people aged 16 to 19 have remained higher than the under 15 age group. In June 2012 the 12 month rolling figure showed 40 KSI's in this age

group, increasing to 47 in September and October. Figures in June 2013 show that this has reduced to 38.

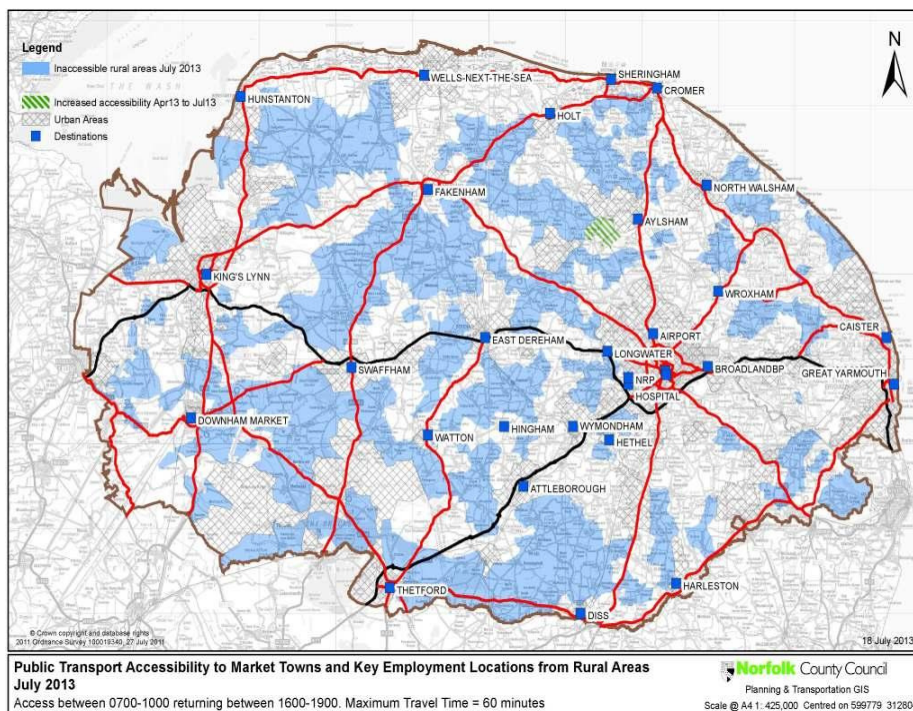
- 5.4 Between May 2012 and May 2013 there were 3 child fatalities (under the age of 15) and 6 fatalities in the 16 to 19 age group. Together these groups (children and 16 to 19s) account for 19% of fatal casualties on Norfolk roads.
- 5.5 Between May 2012 and May 2013 there were 76 KSI's involving powered two wheelers like motorbikes and mopeds (P2W) representing a 32% reduction from the 2005-2009 baseline. P2W KSI's represent 21% of the total KSI in Norfolk. The reduction in numbers is potentially due to the poor weather during much of this period resulting in a decline in people using this form of transport.
- 5.6 In May 2013 Pedestrian KSI stood at 55, an 8% reduction on the 2005 – 2009 baseline but numbers have risen over the last 18 months and investigation into this rise is being undertaken. This trend mirrors the national picture on pedestrian road casualties which is also showing an increase.
- 5.7 Over the same period there were 36 Cyclist KSI, 7% above baseline. Cyclist numbers are thought to be increasing and this trend is being experienced at a national level. Work to identify intervention measures aimed at cycling have been developed, and additional funding to address cycle safety has been made available by the Department of Transport which is now being used at 5 sites in Norfolk.

Accessibility

- 5.8 Early figures for 2013/14 show that alternative travel provision such as Demand Responsive Travel (DRT) and journeys shared by health and social care both appear to be moving in a positive direction.
- 5.9 Demand Responsive Travel (DRT), also known as a flexible service, serves a designated area with flexible timing. Unlike a normal bus service it operates upon passenger request by passengers booking their journeys in advance rather than having a specific timetable. Work to encourage more DRT shows that as a proportion of the overall subsidised bus service it increased to around 7% between May and June 2013.



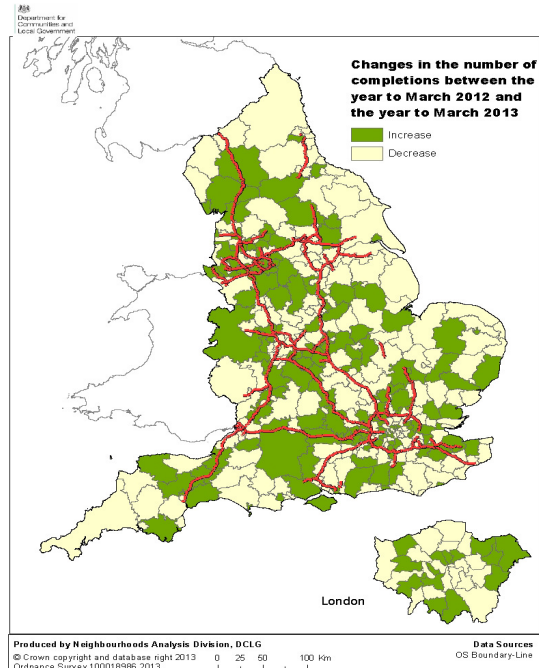
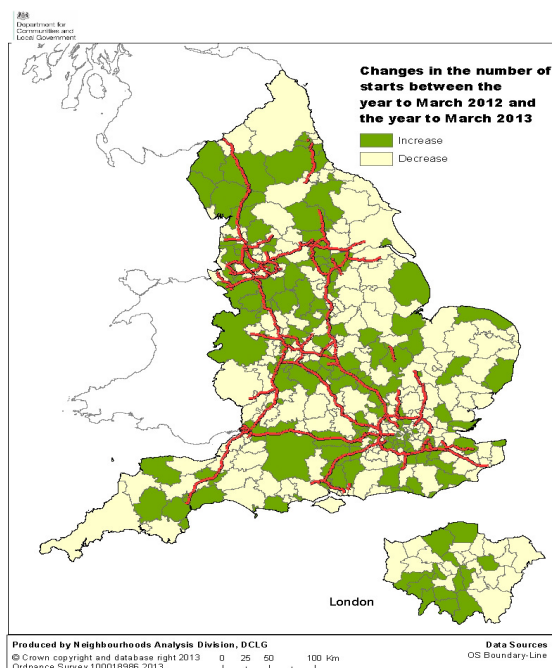
- 5.10 The bad weather at the start of 2013 caused a reduction in the number of shared journeys but between April and June 2013 the number of journeys has increased from 1,765 to 5,402.
- 5.11 Both services (DRT and shared journeys) are just one way in which we can tackle the issues caused by living in a rural county. The map below shows how easy it is for residents to get to work by public transport at peak times, also known as 'accessibility'.
- 5.12 Between September 2012 (72.8%) and June 2013 (73.8%) the figures for accessibility improved meaning that almost 2,500 more people are able to get to work by public transport but fell short of our target of 77% accessibility.



- 5.13 Norwich Bus Station building reopened on Sundays from 28 July 2013 to provide an indoor waiting area and toilet facilities for passengers from 9am to 5pm. The Bus Station closed on Sundays in 2011 following Norfolk County Council's 'Big Conversation' consultation and spending review. It is being reopened in response to comments by bus users about the lack of facilities for people waiting for buses. There have been particular concerns for people needing to make connections and for those travelling longer distances, both in and out of county.

Providing additional homes

- 5.14 House building activity is one indication of how well the local economy is performing and is linked to wider issues such as the business market including attracting business' to the area.
- 5.15 The charts below from the Office of National Statistics highlight how the number of house building starts and completions has altered over the last two years. Overall, start levels declined between the year to March 2012 and year to March 2013 in 191 out of 326 authorities. The North Norfolk area is the only in Norfolk to show an increase in starts, though there has been an increase in completions in Breckland and Norwich.



- 5.16 Where the demand for housing is not being met by the market, but there is a legitimate community need, we have worked with District Councils to try and stimulate the market. In March 2013 19 homes were put up for sale as a result of work by the Great Yarmouth Development Company, a partnership between Norfolk County Council and Great Yarmouth Borough Council.

Planning

- 5.17 As the minerals and waste planning authority for Norfolk the authority has a duty to produce and maintain up to date minerals and waste local plans. The performance of production of the plans is measured against key milestones the next of which is for the authority to publish minerals and waste site allocations documents by September 2013.
- 5.18 Both documents were subject to public examination by a planning inspector on behalf of the Secretary of State in March and April 2013 respectively. Following the examinations a round of public consultation on the minerals document was undertaken covering changes that the Inspector thought appropriate. On 22 July 2013 the Inspector published his findings on the documents, finding them both sound with the recommendation that they be adopted by the Authority.
- 5.19 In September 2013 both documents will be put before Full Council with the recommendation that they be adopted.
- 5.20 The performance of planning authorities is traditionally measured against the time taken to determine planning applications. In particular the percentage of applications determined within an 8 week period for standard applications, 13 week for major ones and 16 weeks for applications that require an environmental impact assessment. Although there is no specific requirement for an authority to determine applications within these time periods, they do represent the time period after which applicants can appeal to the Secretary of State for non-determination. In reality many applications require negotiation and amendments often following feedback from statutory consultees, which can then mean that an application cannot be positively determined within the relevant time period.
- 5.21 To address this point we now measure ourselves against the percentage of applications determined within timescales agreed with the applicant. This approach has also now been taken up by central government in their latest publication "*Improving Planning Performance*". In the first quarter the Authority determined 13

applications for county council development all of which were completed within agreed timescales, of which 53% were within 8 weeks. By 'front loading' the planning process with pre application engagement we hope to continue to shorten the period taken for determination.

- 5.22 Over the first period of any financial year the planning service will focus on applications submitted by Children's Services in order to provide necessary school places. This work is currently typified by modular accommodation in response to the demographic growth of the area. Applications are typically submitted in May and in 2013 resulted in planning permission being granted for 7 mobile classrooms and 2 canopies to schools to provide an external learning area.

Protecting people

- 5.23 Work has continued in quarter one to improve information for local residents and businesses on how to protect themselves against all kinds of Trading Standards issues.
- 5.24 In June 2013 the No Cold Calling Zone scheme went electronic, allowing people to apply online, making the system quicker and simpler to use. So far over 100 No Cold Calling Zones have been set up across the county. In June the number of people and businesses accessing information via the website was 86%, 4% above the target. The number of people subscribing to consumer alerts is also increasing (approximately 100 new subscribers per month). The 'scams' webpage continues to be one of the most popular visited and the number of scams reported appears to be steadily declining.
- 5.25 The use of social media to alert people to issues is also increasing. Over 4,000 people can access posts via our Facebook page, including advice and guidance on specific issues as well as signposting to general information. A twitter account was launched on 22 July and is now active, providing scam alerts, food warnings and product recall notices as well as general updates about the work of Trading Standards
- 5.26 Of the 1650 businesses visited approximately 95% have been brought in to broad compliance with Trading Standards. A further 74 businesses are being worked with through the provision of guidance and advice in order to avoid enforcement action. The percentage of disputes resolved through advice and intervention also reached 100% in June 2013.

Progress against service plans

- 5.27 Activity in this report relates to the 2013/14 service plans which were agreed by Panel on the 13 March 2013. Updates to the ETD service plans show that from the 95 actions, 1 was showing as Red 'off target', 6 were showing as Blue 'slightly off target' and 82 actions were Green 'on target' and 6 actions had not been rated.
- 5.28 Areas of concern remain the same as previously reported.

Update to ETD's Equality Improvement Plan

- 5.29 In July 2012 Members agreed to monitor progress against the ETD equality improvement plan, which was developed to help address some of the inequalities identified through the ETD equality assessment report presented to this Panel in July 2012. This was the first assessment of this type carried out in the County Council.
- 5.30 The plan contains 21 actions across ETD. Overall the plan has been RAG rated as Green because the majority of the activities in the plan are currently on schedule. An annual review of the ETD equality assessment has been carried out and the findings are summarised in a separate report on the agenda for discussion at this Panel

meeting. For more information on the improvement plan please contact Sarah Rhoden, Business Support and Development Manager.

6 Resource implications

- 6.1 Finance: All financial implications have been outlined in the report.
- 6.2 Staff: None
- 6.3 Property: None
- 6.4 IT: None

Other Implications

- 6.5 Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

7 Equality Impact Assessment (EqIA)

- 7.1 This report provides summary performance information on a wide range of activities monitored by Environment, Transport and Development Overview & Scrutiny Panel. Many of these activities have a potential impact on residents or staff from one or more protected groups. Where this is the case, an equality assessment has been undertaken as part of the project planning process to identify any issues relevant to service planning or commissioning. This enables the Council to pay due regard to the need to eliminate unlawful discrimination, promote equality of opportunity and foster good relations.
- 7.2 Details of equality assessments are available from the project lead for the relevant area of work, or alternatively, please contact the Planning, Performance & Partnerships team.

8 Section 17 – Crime and Disorder Act

- 8.1 None

9 Risk implications / assessment

- 9.1 Progress against the mitigation of risk is detailed where relevant within the report.

10 Conclusion

- 10.1 The majority of measures within the dashboard are showing that overall performance for the Environment, Transport and Development service is on track. In respect to measures currently showing as Red or with a negative direction of travel actions are in place in order to manage performance. The department appears to be managing progress against many of its identified priorities with mitigating actions identified to help improve performance or to influence collective activity in key areas.

11 Action required

11.1 Members are asked to:

- Comment on the progress against ETD's service plan actions, risks and budget and consider whether any aspects should be identified for further scrutiny.
- Consider and comment on the contents of the Economic Intelligence Report

Officer Contact

If you have any questions about matters contained in this paper please get in touch with:

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If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 and ask for Bev Herron or textphone 0344 800 8011 and we will do our best to help.

Delivering Norfolk Forward				
Overall assessment of Transformation & Efficiency Programme	Date	DoT		
Environment, Transport & Development	Jun 13	➔	★	

Service Performance				
	Value	Date	DoT	
Percentage of County Council's own development determined within agreed timescales	100.00	Jun 13	➔	★
The number of journeys made using demand responsive transport/community transport as a proportion of all subsidised bus services	7.00	Jun 13	✖	★
Number of journeys shared between health and social care	5,402	Jun 13	✓	★
Highway Maintenance Indicator	4.56	Jun 13	✖	★
Strategic Partnership (Quality of Works)	86.53	Jun 13	✓	★
County Council's own highway works promoter performance - Section 74 'fine' comparison with other works promoters in Norfolk	1.02	Jun 13	✖	★
Difference in Job Seeker Allowance claimants compared to East of England	0.31	Jun 13	✓	●
Residual waste landfilled	209,297	Mar 13	✓	●
Recycling Centre rates	76.29	Mar 13	➔	★
No. of people accessing & downloading online national trails info	8,789	Jun 13	✓	★

Managing our resources				
Managing the budget	Value	Date	DoT	
Projected budget spend against revenue budget	0.00	Jun 13	n/a	!
Projected spend against profiled capital budget	0.00	Jun 13	n/a	!
ETD efficiency savings	5,087,000	Jun 13	➔	★
Strategic partnership (Financial savings - projection of year-end)	1,612,096	Jun 13	✖	★
[A] Premises related costs per FTE (ETD)	4,293.21	Mar 13	✓	!
Sustainability				
% CO2 emissions from automatically metered buildings compared to respective 2008/9 baseline	63.35	Jun 13	✓	
% CO2 emissions from street lighting & traffic signals compared to respective 2008/9 baseline	103.22	Jun 13	✓	
Organisational Productivity				
Sickness absence - projection of year-end (ETD)	5.60	Jun 13	✓	●
Staff Resourcing (composite measure)	Green	Sep 12	?	★
[Q] Reportable H&S Incidents (per 1000 FTE) (year-to-date)	2.88	Jun 13	✖	!
[Q] Non-Reportable H&S Incidents (per 1000 FTE) (year-to-date)	25.88	Jun 13	✓	!
Risk No	Corporate Level Risks (progress against mitigation)	DoT	Prospects	
#RM14114	RMCP E&W Failure to deliver long term flood and coastal erosion risk management	➔	Amber - Some Concerns	
#RM14113	RMCP ETD E&W Failure in the delivery of the Willows Power and Recycling Centre	➔	Amber - Some Concerns	
#RM0201	RMCP Failure to implement Norwich Northern Distributor Route (NDR) and the Postwick Hub junction imp	➔	Amber - Some Concerns	
#RM14098	RMCP Incident at key NCC premises or adjacent causing loss of access or service disruption	➔	Amber - Some Concerns	

Outcomes for Norfolk people				
People's view on Council services	Value	Date	DoT	
[A] % Satisfaction with household waste recycling centres	86.00	Jan 13	➔	!
[A] % Satisfaction with the condition of road surfaces	26.00	Jan 13	✖	!
[A] % Satisfaction with the local bus service	65.00	Jan 13	✓	!
Satisfaction with the way in which we handle customer complaints	Green	May 13	?	★
Accessing the council including advice & signposting service				
Quality and effectiveness of customer access channels	Green	Jun 13	➔	★
Services to improve outcomes				
Number of people killed or seriously injured on roads	373	Jun 13	✖	★
Percentage of businesses brought to broad compliance with trading standards	95.52	Jun 13	✖	★
Percentage of disputes resolved through advice and intervention	100.00	Jun 13	✓	★
% of tracked bus services 'on time' at intermediate timing points	82.20	Jun 13	✓	●
[Q] % of planning apps determined in line with NCC advice	73.08	Jun 13	✖	●
[Q] Net additional homes provided	620	Mar 13	✖	▲
[Q] Accessibility	73.80	Jun 13	✓	●
Equality				
[Q] Equality improvement plan progress		Jun 13	➔	★
Surveillance measures				
[A] Proportion of pop. aged 16-64 qualified to Level 3 or higher	52.00	Dec 12	✓	
[A] Median earnings of employees in the area	467.30	Mar 12	✓	
[A] Proportion of new businesses to business stock	9.00	Dec 11	✓	
Progress in delivery of service plans				
Environment, Transport & Development (overall) (COG)		Jun 13	➔	★
Economic Development and Strategy		Jun 13	➔	★
Environment and Waste		Jun 13	➔	★
Highways		Jun 13	➔	★
Public Protection		Jun 13	➔	★
Travel and Transport Services		Jun 13	➔	★

Environment, Transport and Development Budget Monitoring Return

Summary for Period:

3

	Current Budget £m	Expenditure/ commitments Year to Date £m	Full Year Outturn £m	%
Highways	51.158	15.288	51.158	0.00
Public Protection	3.039	0.841	3.039	0.00
Economic Development and Strategy	1.938	3.557	1.938	0.00
Travel and Transport Services	16.687	13.481	16.687	0.00
Environment and Waste	39.744	29.581	39.744	0.00
Business Development and Support	4.034	1.040	4.034	0.00
Total ETD	116.600	63.788	116.600	0.00

Summary

Scheme Name	Spend Project to date (prior years)	2013/14 Original Programme	2013/14 Revised Programme	2013/14 Out - turn	2013/14 Variance	Spend to date - current year	2013/14 Carry Forward	Over/ (Under) Spend	2014/15 Out- turn	2015/16 Out- turn	Total Spend to date for project
Bridge Strengthening		1,400,000	1,400,000	1,400,000		100,482			1,400,000		2,800,000
Bus Infrastructure Schemes			441,505	441,505		9,961					441,505
Bus Priority Schemes			1,032,068	1,032,068		82,576					1,032,068
Cycling		1,993,254	637,319	637,319		18,543			685,000		1,322,319
Fees for Future Schemes											
Local Road Schemes			6,662,495	6,662,495		1,800,959					6,662,495
Local Safety		4,506,000	336,000	336,000		(31,266)			700,000		1,036,000
Other Schemes		163,000	1,689,110	1,689,110		5,169			115,000		1,804,110
Park & Ride			87,000	87,000		835					87,000
Public Transport Schemes		4,552,000	3,145,211	3,145,211		25,427			500,000		3,645,211
Road Crossings			235,000	235,000		(4,604)					235,000
Safer & Healthier Journeys to School		58,684	20,000	20,000		501					20,000
Structural Maintenance		25,932,551	25,504,000	25,504,000		4,653,933			25,360,000		50,864,000
Traffic Management & Calming			972,194	972,194		(39,978)					972,194
Walking Schemes			433,443	433,443		(25,266)					433,443
Major Schemes		12,195,000							28,482,000		28,482,000
Great Yarmouth Third River Crossing						6,795					
Northern Distributor Road			2,020,000	2,020,000		834,975					2,020,000
Norwich - A47 Postwick Hub			6,690,000	6,690,000		352,340					6,690,000
Development of Civil Parking Provision						23,564					
LPSA reward grant		565,000							565,000		565,000
Future year's funding											
Town and Parish Council Schemes		1,000,000									
Communities and Business Schemes		1,000,000									
0											
TOTAL		53,365,489	51,305,345	51,305,345		7,814,944			57,807,000		109,112,345

Summary

Scheme Name	Spend Project to date (prior years)	2013/14 Programme	2013/14 Out - turn	2013/14 Variance	Spend to date - current year	2013/14 Carry Forward	Over/ (Under) Spend	2014/15 Out- turn	2015/16 Out- turn	Total Spend to date for project
Closed Landfill Sites-Capping & Restoration		530,037	530,037							530,037
Drainage Improvements		2,256,338	2,256,338		19,912					2,256,338
Investment Fund for Norfolk ESCO		4,150,000	4,150,000		2,896			3,600,000		7,750,000
Sparham Footpath number 2		6,378	6,378		6,903					6,378
Saddlebow Caravan Park CCTV		4,436	4,436							4,436
New Thetford Recycling Centre		23,072	23,072							23,072
RAF Coltishall		367,270	367,270		361,759					367,270
Hardley Flood Bridge Improvements		20,000	20,000							20,000
RAF Coltishall		500,000	500,000		3,793					500,000
TOTAL		7,857,531	7,857,531		395,263			3,600,000		11,457,531

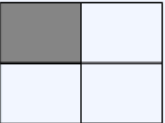
Summary

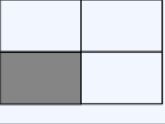
Scheme Name	Spend Project to date (prior years)	2013/14 Programme	2013/14 Out turn	2013/14 Variance	Spend to date - current year	2013/14 Carry Forward	Over/ (Under) Spend	2014/15 Out- turn	2015/16 Out- turn	Total Spend to date for project
NORA		1,249,854	1,249,854		607					1,249,854
Hethel Engineering Centre -Phase 3		3,770,000	3,770,000							3,770,000
Beach Coach Station		2,076,000	2,076,000							2,076,000
Thetford Riverside Regeneration		1,000,000	1,000,000							1,000,000
TOTAL		8,095,854	8,095,854		607					8,095,854

Environment, Transport and Development - Reserves Monitoring Schedule 2013 / 14						
				Future Planned		
	Reserve	Opening Balance	Current Balance @ 30.06.13	Additions	Withdrawals	Forecast Final Balance
		£m	£m	£m	£m	£m
Travel and Transport services						
	Park & Ride refurbishment	0.012	0.012			0.012
	De Registration of Bus services	0.082	0.082			0.082
	Demand Responsive Transport	0.561	0.561			0.561
	Developer Services	0.150	0.150			0.150
	Travel Network Reserve	0.150	0.150		-0.028	0.122
	Better Bus Area	0.630	0.544			0.544
	Community Transport	0.791	0.791			0.791
	Commuted Sums Public Transport	0.016	0.016			0.016
	Commuted Sums Travel Plans	0.206	0.265			0.265
		2.598	2.571	0.000	-0.028	2.543
Highways						
	Commuted Sums Highways Maintenance	2.497	2.497			2.497
	Parking Receipts	0.996	0.655			0.655
	Highways Maintenance	0.688	0.688		-0.687	0.001
	Street Lighting PFI	7.789	7.789	3.066	-4.159	6.696
	Depot R & R	0.307	0.306		-0.050	0.256
	Highways R & R Vehicles	1.714	1.714		-1.714	0.000
	Road Safety Reserve	0.197	0.197		-0.197	0.000
	Reprocurement - Strategic Partnership	0.283	0.283		-0.283	0.000
		14.471	14.129	3.066	-7.090	10.105
Environment and Waste						
	Sustainability Invest to save	0.093	0.093			0.093
	Sustainability Strategic Ambitions funding	0.011	0.011			0.011
	Environment & Waste Vehicle Repair & Replacement Reserve	0.142	0.142			0.142
	Historic Building reserve	0.229	0.229	0.043		0.272
	EAA Publications	0.018	0.018			0.018
	NMP Growth Points	0.055	0.055			0.055
	Norfolk Monument Project	0.038	0.038			0.038
	Waste Partnership Fund	0.625	0.625	0.579	-0.163	1.041
	Community Recycling Fund	0.100	0.100			0.100
	Closed Landfill	0.350	0.350		-0.116	0.234
	TOTAL: Environment and Waste	1.661	1.661	0.622	-0.279	2.004
Economic Development and Strategy						
	3rd River Crossing	0.029	0.029			0.029
	Thetford	0.030	0.030		-0.030	0.000
	Eco Town funding	0.007	0.007			0.007
	Apprenticeship Scheme	3.290	3.290		-1.410	1.880
	Ec Dev - FJF	0.383	0.383			0.383
	Enterprise Zone co-ordination	0.060	0.060		-0.060	0.000
	FIG	0.031	0.031		-0.031	0.000
	Europe Fund	0.070	0.070			0.070
	Hethel	0.228	0.228			0.228
	Strategic Ambitions	0.542	0.542		-0.040	0.502
	Business Start Up Support	0.006	0.006			0.006
	TOTAL: Economic Development and Strategy	4.676	4.676	0.000	-1.571	3.105
Public Protection						
	Trading Standards - ICT	0.082	0.082			0.082
	Trading Standards - R&R	0.444	0.444			0.444
	TOTAL: Public Protection	0.526	0.526	0.000	0.000	0.526
Service Development and Support						
	Accommodation R & R (general office)	0.064	0.064			0.064
	Planned IT projects	0.861	0.861		-0.368	0.493
	Total Service Development and Support	0.925	0.925	0.000	-0.368	0.557
	Total in ETD Accounts	24.857	24.488	3.688	-9.336	18.840
	Bad Debt Provision	0.050	0.050	0.000	0.000	0.050
Grants						
	ETD grants and contributions	0.000	0.000		0.000	0.000
	ETD grants and contributions	0.000	0.000		0.000	0.000
		0.000	0.000	0.000	0.000	0.000
	TOTAL	24.907	24.538	3.688	-9.336	18.890

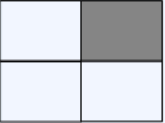
Definitions of Measures within the ETD Dashboard

Significant changes to any of the following will be highlighted within the covering report.

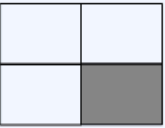
 Delivering Norfolk Forward		
P'folio	Measure	Definition
All of the projects within Norfolk Forward were identified in order to assist in delivering budget savings identified through the Big Conversation in 2010. Some projects were also identified as part of ETD's Strategic Review which sought to establish more efficient ways of working and includes elements of service changes reflected in the Big Conversation.		
All	Environment, Transport and Development (over-arching transformation and efficiency programme)	The overall transformation and efficiency programme covering a number of individual projects.

 Service Performance		
P'folio	Measure	Definition
Cllr Harrison	[A] PP Percentage of County Council's own development determined within agreed timescales	Measurement of whether determinations made for NCC's own planning applications are within the agreed timescale over the year.
Cllr Harrison	TTS % of transport made by demand responsive/community transport as a proportion of all subsidised bus services (COG)	Measure links to the 'Shared Transport' Norfolk Forward project. The measure seeks to define progress against moving towards the use of alternative transport provision such as demand responsive as an alternative method of service delivery. Relates to performance in month
Cllr Harrison	TTS Number of journeys shared between health and social care	Where possible transport required by health services and social care are combined to reduce the number of journeys. The number of occasions that this occurs is plotted monthly.
Cllr Harrison	H'Ways Highway Maintenance Indicator (COG)	This is the weighted variance against target for nine measures (8 at the time of writing as one is still to be reported out of EXOR): <ul style="list-style-type: none"> • A road condition • B and C road condition • Category 1 and 2 footway condition • Bridge condition index

P'folio	Measure	Definition
		<ul style="list-style-type: none"> • Category 1 defect number • Category 1 defect response time • Rectification of street light faults • Public satisfaction • Inspections carried out on time
Cllr Harrison	H'Ways Strategic Partnership (Quality of Works)	This is a measure of the number of quality audits of highway works where identified actions are attributable to our partnership contractor.
Cllr Harrison	H'Ways County Council's own highway works promoter performance - Section 74 'fine' comparison with other works promoters in Norfolk	Comparison of the percentage of works on the highway completed on time by NCC and utilities. Monthly performance
Cllr Nobbs	EDS Difference in JSA claimants compared to East of England (COG)	Compares the number of Job Seeker Allowance claimants in Norfolk to the total in the East of England.
Cllr Harrison	E&W Residual waste landfilled	Tonnage of waste that was sent to landfill in each month.
Cllr Harrison	E&W Recycling Centre rates	Percentage of material recycled at the household waste recycling centres each month.
Cllr Harrison	E&W No. of people accessing & downloading online national trails info	Monthly count of people accessing online information relating to Norfolk national trails.

 Managing resources		
P'folio	Measure	Definition
Managing the budget		
All	Projected budget spend against revenue budget	Projected amount of budget spend against ETD revenue budget as a variance each month
All	Projected spend against profiled capital budget	Projected amount of budget spend against ETD capital budget as a variance each month
All	ETD efficiency savings	Monthly efficiency savings generated. This includes a summary of budget savings achieved against Big Conversation proposals and two specific efficiency areas: <ul style="list-style-type: none"> • Use of residual LPSA reward grant funding to support public transport • Reallocation of Officer to LEP duties • This measure will capture any savings being recorded with the exception

P'folio	Measure	Definition
		of procurement efficiency, income generation activity and asset / accommodation rationalisation.
All	Premises related costs per FTE	Annual measure of FTE actuals against actual spend for all costs coded to premises subjectives collated by the Central Finance Team
Cllr Harrison	H'Ways Strategic partnership (Financial savings – projection of year-end)	Financial savings for the renegotiated NSP contract. The monthly figure is a projection of the year-end result.
Sustainability		
All	% CO2 emissions from automatically metered buildings compared to respective 2008/09 baseline	Monthly measure relating to metered ETD property only. The measure includes Gas and Electricity usage.
All	% CO2 emissions from street lighting and traffic signals compared to respective 2008/09 baseline	Monthly measure relating to street lighting and traffic signal compared to the baseline for electricity usage.
Organisational productivity		
All	Sickness absence	Sickness absence per employee FTE measured against an internal target.
All	Reportable Incidents	Number of reportable Health and Safety incidents per 1,000 employees per month.
All	Non-reportable Incidents	Number of non-reportable Health and Safety incidents per 1,000 employees per month.
All	Staff resourcing (composite indicator)	<p>This is a composite indicator made up of the following elements supplied centrally, the RAG is determined by the HR Business Partner as a reflection of progress against the relevant measures below:</p> <ul style="list-style-type: none"> • Recruitment activity/costs, • Redeployment activity, • Redundancy, • liP Accreditation, • HR Direct resolution rate, • Use of temporary & agency staff, • Management of Change, • Culture Change Shifts
All	Corporate level risks	Risks from the Corporate Risk Register that are relevant to ETD.

 Outcomes for Norfolk People		
P'folio	Measure	Definition
People's view on Council services		
All	Satisfaction with services (through annual tracker survey)	Satisfaction levels from NCC Annual Tracker Survey split in to service areas relevant to ETD
All	Satisfaction with the way we handle customer complaints	Figure is a composite measure calculated centrally by the Customer Service and Communications Dept. team.
Accessing the council including advice and signposting services		
All	Quality and effectiveness of customer access channels	This is a composite measure supplied monthly by the central Customer Service and Communications Dept. The measure contains the ETD element of three main areas of customer contact – online, customer service centre and face to face.
Services to improve outcomes		
Cllr Roper	PP Percentage of businesses brought to broad compliance with trading standards, focusing on those that are high-risk	Measurement of businesses that Trading Standards work with to bring into broad compliance with relevant law.
Cllr Roper	PP Percentage of disputes resolved through advice and intervention	Measurement of Trading Standards dispute resolution service.
Cllr Harrison and Cllr Nobbs	[A] EDS Net additional homes provided	Measures house completions. The formal result will be updated annually, but not until Dec/Jan. A quarterly update will be provided based on the managed delivery target or trajectory for the district LDFs
Cllr Nobbs	[A] EDS Proportion of pop. aged 16-64 qualified to Level 3 or higher	Related to former National Indicator 164. People are counted as being qualified to level 3 or above if they have achieved either at least 2 A-levels grades A-E, 4 A/S levels graded A-E, or any equivalent (or higher) qualification in the Qualifications and Credit Framework.
Cllr Nobbs	[A] EDS Median earnings of employees in the area	Formerly National Indicator 166. Measurement of earnings allows local authorities to monitor a rough proxy for productivity.
Cllr Nobbs	[A] EDS Proportion of new businesses to business stock	Annual measure to determine creation of new businesses.
Cllr Harrison	TTS % of tracked bus services 'on time' at intermediate timing points	Former National Indicator 178. Monitors monthly bus punctuality by tracking vehicles against their schedule.
Cllr Harrison	[Q] TTS % of planning apps determined in line	Monitors planning determinations made by the district councils and whether

P'folio	Measure	Definition
	with NCC advice	the recommendation of NCC, as Highway Authority, was followed.
Cllr Harrison Cllr Nobbs	[Q] EDS Accessibility	This is based upon former National Indicator 175. This indicator monitors access to core services and facilities via public transport.
Cllr Harrison	H'ways Number of people killed or seriously injured on roads (COG)	This is a rolling twelve month total of those killed or seriously injured in traffic collisions.
All	[Q] Equality improvement plan progress	This is a quarterly assessment of progress against activities identified in the ETD equality improvement plan
All	All Progress in delivery of service plans	These provide a summation of progress against all the actions within each service area and an overall result for the ETD department.

Key:

Unless prefixed by either a **[Q]** or **[A]** (representing Quarterly or Annually respectively) each measure is monitored monthly.

H'ways = Highways **TTS** = Travel and Transport Services **EDS** = Economic Development and Strategy **PP** = Public Protection
E&W = Environment and Waste



Norfolk County Council
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Norfolk Economic Intelligence Report

Economic Development and Strategy

Quarter 1; April – June 2013

This report brings together key business, economic and labour market intelligence to provide a regular insight into the current state of the Norfolk economy.



If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 and ask for Claire Sullivan or textphone 0344 800 8011 and we will do our best to help.

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The data in this report is taken from a range of sources which are listed on the relevant pages and covers the whole of Norfolk. In most cases data refers to the most recent full quarter, however where this is not available and data is older it will be clearly stated.

This report is produced quarterly by Economic Development and Strategy. If you would like to discuss any of the information or findings you can get in touch with:

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Business Intelligence	General Economic Information
Skills and Labour Market	Employment and Unemployment
Strategic Updates	Infrastructure

QUARTERLY SUMMARY REPORT

Business Confidence	↑	<ul style="list-style-type: none"> - The Manufacturing sector is reporting strong results this quarter as a result of innovation, investment and exports. - Overseas opportunities in particular are being exploited. Significant contracts are being secured as well as providing future growth opportunities. - The Life Sciences and Biotechnology sector continues to make a considerable impact on the local and UK economy. - Reports of investment from the energy, digital and business services sector further supports business confidence in Norfolk and paves the way for future growth - The financial industries reports redundancies however, the number of job losses is not significant enough to cause alarm at present.
National Economy	↑	<ul style="list-style-type: none"> - UK economy grows by 0.6% - Services was largest growth sector - Interest rate stands at 0.5% - The rate of consumer prices index (CPI) inflation fell to 2.8% in July, down from 2.9% in June, according to the Office for National Statistics (ONS). - The rate of retail prices index (RPI) inflation also fell, to 3.1%, from 3.3% in June
Unemployment	↓	<ul style="list-style-type: none"> - Backing apprenticeships initiative launched - Rates of employment decreased slightly from 74.8% to 74.4% - 22,400 people were unemployed in Norfolk, a decrease of 9,900 since last year. - There was a 0.4% drop in the number of JSA claimants over the last quarter. - 43.7% of unemployed people in Norfolk are young people aged 16-24. - The proportion of people with all levels of qualifications has improved over the past year.
House Prices	↑	<ul style="list-style-type: none"> - House prices rose 0.7% in Norfolk in the past quarter. Higher than the national average of 0.5% - The average house price in Norfolk has increased from £143,271 to £144,386.

1.0 BUSINESS INTELLIGENCE

1.1 Key Sector of the Quarter – Manufacturing

Fakenham based confectionary company **Kinnerton** has developed innovative new products to enable expansion and growth. Innovators in their field, the company has worked with **Unilever** to create three new chocolate products based on iconic ice cream brands; Cornetto, Magnum and Mini-Milk. Although there are many chocolate brands that have been made into ice-cream products, no other company has done the reverse.

The new product lines are a result of Kinnerton's strategy to develop everyday products, rather than those that just sell around festive periods. The success of the new products has led to the company **investing £500,000 into new machinery and employment of an additional 50 people**. Kinnerton also hope that longer term licensing of the products will lead to further growth opportunities at home and abroad.

KLM UK Engineering is **recruiting 25 new staff** as a result of winning contracts with British Airways and Pegasus. The company, which last year had a turnover of £27.5 million said that the majority of the jobs on offer will be offered as a seasonal contract. This recruitment is in addition to the 10 aircraft mechanic apprenticeships announced in the Spring.

Porvair, a specialist filtration company based in King's Lynn, has reported **strong growth** as a result of **increased exports** and a **new £11m contract** and reported a 40% increase in pre-tax profits to £6.3m. Porvair has secured a £11.3m contract with the UK government to design a nuclear remediation filtration system and won a contract in India to work on a gasification plant.

Norwich based **Tyco Fire and Integrated Solutions** has secured a contract with Cosco, a Chinese energy company, **to supply specialist hydraulic equipment** for a floating production and storage vessel in Scotland. **Worth £5m** to the company, the deal is unique in that it is the first time the company has won business with China.

Lotus has been **awarded £10m** of funding from the **Regional Growth Fund**, although details are yet to be confirmed. The company had previously bid for funding to help create five new sports car models, however this was discontinued due to Lotus' parent company, Proton, being sold and the departure of the then Chief Executive, last year. Details of the new package will be announced shortly.

1.2 Life Sciences and Biotechnology

A report on **the financial impact** of the **Institute of Food Research (IFR)** has shown that every **£1 invested** in the IFR delivers **£8 in benefits** to the UK economy. Food is the UK's largest manufacturing sector, and the report shows IFR's research and innovation is supporting growth in this sector and the UK economy as a whole.

For example, the IFR has recently completed and promoted research that shows how to extend the shelf life of chilled foods. This has been taken up by the chilled food industry and is delivering £25million in annual benefits. Another example is the research done into enhancing the health properties of broccoli. A 'super' broccoli

has been launched in UK supermarkets which aim to reduce the risk of heart disease and some cancers. If this achieves just a 1% reduction in these illnesses, it would save the NHS £38 million a year.

Norwich Research Park (NRP) along with the BBSRC have launched a new **£1.82m Proof of Concept Fund** which aims to help commercialise research coming out of the Park. The fund will be established as a three year programme and will give preference to projects that include cross Park collaboration. The scheme will offer up to £30,000 to each applicant and help researchers turn their concepts into reality through help with prototype development, technical feasibility studies, commissioning market assessments and strengthening intellectual property.

1.3 Energy

CHC Helicopter, the world's largest offshore helicopter operator, has reaffirmed its commitment to Great Yarmouth by **investing £300,000 in its North Denes base**. The company made the investment because of the growing need for helicopter services in the energy industry in Norfolk, and also in recognition of the customers and quality supply chain that it has in Great Yarmouth.

Great Yarmouth based energy company **3Sun Group** is building on its success in both home and overseas' markets by opening up a base in Denmark. The group, which employs 200 people in its Great Yarmouth Head Office, has seen its **turnover increase by £10m since 2010**. It has opened up an office in Esbjerg, Denmark, which is the centre of Denmark's offshore energy industry, to take advantage of exceptionally high demand for its offshore wind products and services.

1.4 Financial Industries

Aviva has announced **13 redundancies in Norwich**, as part of its plans to cut 2,000 staff across its global operations. The redundancies will be made from its life insurance division which operates out of the Broadland Business Park. Redundancies are being made on a group by group basis, with more likely to follow, although it is not yet clear how many of the 6,000 jobs in Norwich will be affected. The cuts form part of an ongoing drive to save £400m in light of £3bn worth of losses.

Norwich based **Validus-IVC** has created a **new online portal** that has the potential to **save £750m a year** for the motor insurance industry and lower the cost of premiums. The £1.6m system allows both claimants and insurers to track a claim which helps to remove conflict, lower costs and provide faster settlements.

1.5 Other

Norwich University of the Arts (NUA) has secured £3 million of funding for a Digital Centre for Innovation in the City of Norwich. To be completed by late 2014, the Centre will provide vital incubation space for start-up digital businesses, predominantly made up from students from the University, and will provide a supportive network of NUA expertise and peer groups to help nurture businesses in their early years. Once complete it is hoped that the Centre will put Norwich on a par with the digital industry in both Manchester and Bristol.

A Future 50 company, **ESE Direct**, who provides mail order business products, is benefiting from its 'back to basic's strategy, put in place to help the company survive

the recession. By investing in staff training to improve customer care, expanding and improving its office and warehouse space, and investing in technology, products and marketing, the company has seen a **sales increase of 115% compared to the same quarter in 2010**. It has also taken on 6 new staff members and is investing in apprenticeships.

2.0 GENERAL ECONOMIC INFORMATION

2.1 National Economic Information

The UK economy grew by 0.6% in the second quarter of 2013. The economy has now recouped almost half of its total 7.2% contraction during the recession. In June, the ONS revised historical growth figures, indicating that the country did not experience a double-dip recession at the start of 2012. However, the revised figures also showed that the recession in 2008 was deeper than previously estimated (*BBC*)

All four main industrial groupings within the economy (agriculture, production, construction and services) increased in Q2 2013 compared with Q1 2013. The largest contribution to Q2 2013 GDP growth came from services; these industries increased by 0.6% contributing 0.48 percentage points to the 0.6% increase in GDP. There was also an upward contribution (0.08 percentage points) from production; these industries rose by 0.6%, with manufacturing increasing by 0.4% following negative growth of 0.2% in Q1 2013.

The rate of consumer prices index (CPI) inflation fell to 2.8% in July, down from 2.9% in June, according to the Office for National Statistics (ONS). The Bank of England's target for CPI inflation is 2%. The ONS said the fall in inflation came from lower air fares, discounting by clothing retailers and a reduction in the cost of leisure and cultural goods.

The rate of retail prices index (RPI) inflation also fell, to 3.1%, from 3.3% in June

2.2 House Prices¹

The Land Registry's House Price Index (HPI) is the most accurate independent house price index available and is the only index based on repeat sales.

Figures from **June 2013 show that house prices rose by 0.5% in England and Wales in the past quarter and rose by 0.8% over the past year.**

In comparison **house prices rose by 0.7% in Norfolk** in the past quarter and **rose by 0.5%** over the past year.

The average house price in Norfolk currently stands at **£144,368** compared to **£162,621** for England and Wales.

¹ HPI, HM Land Registry, Crown copyright release 29 April 2013

3.0 SKILLS AND THE LABOUR MARKET

3.1 Apprenticeships

An innovative apprenticeship scheme called Swarm has been launched in Fakenham, supported by Norfolk County Council, Norfolk Chamber of Commerce and the FSB. The scheme encourages small businesses to take on apprentices by employing the young person directly, therefore removing bureaucracy for the business. Swarm is a membership organisation made up of local businesses, and hopes to create space for up to 80 businesses and 80 apprenticeships centred in and around the town. The scheme was first launched in Watton and there are plans for it to be run in other market towns across Norfolk.

Young people in the agricultural sector are being equipped with skills for the future through a new agriculture apprenticeship scheme. EDGE Apprenticeships in Food and Farming will train young farmers in the fields of modern farming and GPS based machine control technology. The scheme aims to specifically address the skills and age gaps that have emerged in recent years in the agricultural industry. It is being run by Anglia Farmers and AtlasFram Group working with Easton and Otley College, the New Anglia LEP, Norfolk County Council and Suffolk County Council. To find out more about apprenticeships in Norfolk visit www.norfolk.gov.uk/apprenticeships.

Apprenticeships Norfolk will be present at a number of student conventions taking place in the Autumn and Spring term. Student conventions are unique careers events that showcase the exciting and varied range of employment opportunities in some of Norfolk's most thriving sectors. Interactive and inspiring, both schools and employers who attend the event benefit significantly from the networking and awareness raising opportunities the conventions present. Events will take place in the financial, creative, digital and health and life sciences industries as well as a headline, high profile convention combining energy, engineering, construction and manufacturing on 28 November. To find out more visit www.buildnorfolk.co.uk and click on events, or visit www.fignorfolk.co.uk/content/student-convention/ to view the whole programme.

3.2 Employment

The most recent data on employment shows that there were **397,200 people of working age** in employment in the County in the year to March 2013.

In the last quarter rates of employment in the County decreased slightly from **74.8% to 74.4%**. The equivalent rate in the NALEP area was 75.3%. **However, Norfolk's employment rate in this period was comparable to that of the East (74.5%) and higher than England (71.5%).**

Table 1 – Employment (April 2012 – March 2013)

	Working age population %			
	Norfolk	NALEP	East	England
Employment Rate	74.4%	75.3%	74.5%	71.5%
Change on last quarter	-0.4%	-0.5%	-0.1%	0.2%

Change on last year	0.6%	-0.2%	0.2%	0.8%
Numbers employed	397,200	732,100	2,773,600	24,017,000
Change on last quarter	-1,800	-4,500	3,400	85,200
Change on last year	4,400	-900	20,600	303,500

3.3 Unemployment²

In the year to March 2013, **22,400 people of working age were unemployed in Norfolk**. This compares favourably with both figures from the previous quarter (1,600 fewer people of working age unemployed) and the same period last year (9,900 fewer people of working age unemployed).

The most recent figures show **that rates of unemployment have decreased from 5.7% to 5.3% in Norfolk** for the year to March 2013. This compares with rates in the **NALEP area of 5.9%**. **There has been no change in the East at 6.7% and England at 8.0%**.

Rates have consistently fallen in Norfolk over the last quarter and over the past year at a faster rate than the NALEP area and the East and England.

Table 2 – Unemployment (April 2012 – March 2013)

	Norfolk	Working age population		England
		NALEP	East	
Unemployment rate	5.3%	5.9%	6.7%	8.0%
Change on last quarter	-0.4%	-0.1%	0.0%	0.0%
Change on last year	-2.3%	-0.6%	-0.1%	-0.2%
Numbers unemployed	22,400	46,200	198,800	2,080,100
Change on last quarter	-1,600	-900	-1,100	-3,300
Change on last year	-9,900	-5,100	-2,100	-39,300

3.4 Claimants

In March 2013 there were 16,278 people claiming Jobseekers Allowances (JSA) in the County compared to last quarter's figures of 18,678. The dramatic drop could however be due to recognisable seasonal variations in the labour market.

Rates in **Norfolk were somewhat higher in March 2013 (3.1%) than in the NALEP area (2.8%) or the East**, but lower than England as a whole.

Table 3 – Claimant Count (June 2013)

	Norfolk	Working age population		England
		NALEP	East	
Claimant Count rate	3.1%	2.8%	2.8%	3.4%
Change on last quarter	-0.4%	-0.5%	-0.3%	-0.4%
Change on last year	-0.2%	-0.4%	-0.2%	-0.3%
Claimant Count	16,278	27,855	103,046	1,172,963
Change on last quarter	-2,400	-4,058	-13,412	-122,473
Change on last year	-901	-2,997	-9,726	-109,706

² Annual Population Survey and Claimant Count

3.5 Youth unemployment³

Of the 22,400 people classed as unemployed in Norfolk in the year to March 2013, 9,800 were aged between 16 and 24. This figure is down from last quarter's figure of 10,400. This equates to **43.8% of total unemployed people in Norfolk being aged between 16 and 24.**

This compares with rates of **39% in the NALEP area, 37% in the East and 39% in England.** Youth unemployment rates have steadily risen nationally since the onset of the economic crisis but over the past year rates have shown a steady decline.

Table 4 –Youth Unemployment (April 2012 – March 2013)

	Norfolk	Working age population			England
		NALEP	East		
Unemployment rate	15.2%	16.0%	17.9%		21.0%
Change on last quarter	-1.1%	-1.2%	-0.4%		0.2%
Change on last year	-3.3%	-1.4%	-0.1%		-0.1%
Numbers unemployed	9,800	17,900	74,000		808,600
Change on last quarter	-600	-1,600	-2,900		7,800
Change on last year	-1,900	-1,900	-2,000		-2,900

3.6 Skill Levels

Overall skills levels have improved in Norfolk over the past year and the proportion of people with no qualifications has fallen.

The proportion of people with post-graduate qualifications has improved in Norfolk over the same period.

The proportion of working age people without qualifications has decreased in Norfolk over the past year. It is encouraging that the overall qualifications of Norfolk's working age population are improving not only in Norfolk but across the board. Norfolk has shown a much greater reduction in unskilled people than the NALEP area and the East and England.

Table 5 – Proportion of working age population by skill level 2012 (change from 2011)

	Norfolk	Working age population			England
		NALEP	East		
% with no qualifications	9.2%	8.4%	8.5%		9.5%
Change from last year	-2.3%	-1.9%	-1.1%		-0.9%
% with NVQ1+	84.6%	85.3%	85.5%		84.2%
Change from last year	3.0%	2.8%	1.7%		1.4%
% with NVQ2+	70.4%	70.6%	72%		71.8%
Change from last year	3.4%	2.2%	3.5%		2.3%
% with NVQ3+	52%	51.7%	53.7%		54.9%
Change from last year	4.2%	3%	3.8%		2.5%
% with NVQ4+	30.1%	29.8%	32.9%		34.2%
Change from last year	5.1%	4.3%	3.7%		1.5%

³ Annual Population Survey

4.0 STRATEGIC UPDATES

4.1 Inward Investment & Business Support

Norfolk County Council receives inward investment enquiries through a number of sources. These include UK Trade and Investment (UKTI), The Three Counties Partnership (Norfolk, Suffolk, and Essex) with Jiangsu Province, China, the Centre for Offshore Renewable Engineering (CORE) Group, the Coltishall Task Group and enquiries from existing companies in the county wishing to expand/relocate and companies from outside the area.

Enquires are processed through the Business & Investment Team within the Economic Development and Strategy Group, working with local partners, property agents, specialists and sector leads.

During quarter 1, the team has **responded to 29 inward investment enquiries** across a range of sectors, including renewable energy, food and manufacturing, creative industries, construction and advanced engineering.

Norfolk County Council's Inward Investment and profile raising website: **www.worldclassnorfolk.com** provides a comprehensive land and premises search facility for enquirers. There have been **37 commercial property enquiries** through this route between 1 April 2013 and 30 June 2013.

To receive short updates on what makes Norfolk world class, including company announcements, growth results, new initiatives and much more, follow World Class Norfolk on **Twitter @Team_Norfolk** and join **over 4,000** other followers keeping in touch with what makes Norfolk so unique for life, work and business. Please let us know if you have any examples of excellent businesses you'd like us to send out

The **Enterprise Norfolk** programme continues to be delivered across Norfolk, **providing start up support to would be entrepreneurs**. The project is led by Norfolk County Council with an investment of £400K over 2 years, working with Norfolk's district, borough and city council partners. To date there has been over 75 start ups, with many more in the pipeline.

Recent activity includes joining up with Children's Services at Norfolk County Council to promote the programme to new entrepreneurs wanting to start up a childcare business. Norfolk County Council has a new duty from September 2013 to ensure that there are sufficient places available for eligible two year old children to access free early learning places. To help create these spaces, the Council has created a new £1m investment fund for all early learning and childcare providers to access grants or loans that will support capital projects that enable an increase in places. Applications can be made by new or existing childcare providers. To find out more go to www.norfolkfoundation.com.

4.2 New Anglia LEP

New Anglia LEP has recently been awarded £9m from the Government's Regional Growth Fund to significantly expand the LEP's Growing Business Fund. This takes the total fund to £12m to help grow jobs in Suffolk and Norfolk. Visit www.newanglia.co.uk/Activities/Growing-Business-Fund for more information.

New Anglia LEP has published the first draft of its Plan for Growth, which sets out its vision and strategy for economic growth in Suffolk and Norfolk. The LEP is inviting feedback on the document to enable it to further shape the plan to ensure the right decision-making focus on investment priorities and growth. Visit www.newanglia.co.uk for more information.

New Anglia Capital (NAC) has been launched and is a new flexible fund for businesses and start ups seeking investment to grow. NAC provides businesses with innovative, alternative methods of raising money for growth and innovation by joining businesses together with sources of private and public early stage funding in the East Anglia region. Visit www.newangliacapital.co.uk for more information.

5.0 INFRASTRUCTURE

5.1 Infrastructure Plan

Working with partners, the County Council is progressing some key infrastructure initiatives, and this update aims to keep stakeholders up to speed. In summary, the initiatives are:

- **A11.** Ensure that dualling of the final stretch of the A11 is completed by end 2014.
- **A47.** Promote the status of the A47 and secure funding for key junctions, a new river crossing in Great Yarmouth and other targeted improvements.
- **Transport for Norwich.** Put funding in place for the 'Transport for Norwich' strategy and progress the Norwich Northern Distributor Route.
- **Rail Improvements.** Continue the high profile campaign to improve the Norwich-London route - working with Network Rail and the franchise holder, Greater Anglia – and push for improvements on Norwich-Cambridge and Cambridge-King's Lynn services.
- **Broadband.** By autumn 2015, the 'Better Broadband for Norfolk' project seeks to achieve: a minimum speed of 2 megabits per second (Mbps) for all premises and 'Superfast' Broadband (24Mbps+) for as many premises as possible.

5.2 Road

A47 Corridor

The County Council continues its work on a Route Based Strategy (RBS) for the A47. Government recently published the three pilot route based strategies and set an indicative programme for how strategies will be rolled out across the full trunk road network. The County Council will continue to work with the Highways Agency, to complete the A47 RBS at the earliest opportunity and maintain momentum on the campaign for road improvements.

Work on refreshing membership of the wider A47 Alliance and the steering group is on-going. The local authorities have agreed to contribute towards the setting up of an independently hosted website. This will be set up and launched over the spring / summer.

Representatives from the Alliance attended the LEP Conference in June to canvass support. Mike Jackson, Director ETD, will speak at the conference to highlight A47 issues and progress with the **Norwich Northern Distributor Road (NNDR)**.

Work is taking place to identify improvement schemes for the **A47 Thickthorn and Longwater junctions** to accommodate the growth projected by the Greater Norwich Development Partnership's Joint Core Strategy. An inaugural Stakeholder Forum was held for Longwater to bring together all interested parties.

The Council continues to work with the Borough Council of King's Lynn and West Norfolk on planning for growth in and around **King's Lynn**. This work will help identify which A47 junctions/links may need to be improved, and what these improvements might be.

Government recently announced which schemes would receive funding through the local Pinch Point programme. Unfortunately the bid for local road junctions in Great Yarmouth – which would have realised some congestion benefits at the adjacent trunk road Vauxhall roundabout – was unsuccessful. We remain in discussions with government about how to bring forward improvements.

A11 Fiveways to Thetford improvement

- Ongoing speed restriction of 40mph, 24 hrs per day between Fiveways roundabout at Barton Mills and London Road roundabout in Thetford.
- Weeks commencing 27 May and 3 June 2013, traffic signals in operation at various locations periodically during weekdays, to allow construction traffic to cross the A11.
- Due to the lower speed limit and the possibility of delays caused by construction activities, motorists are advised to allow extra time to complete their journeys.

5.3 Other key transport for Norwich measures

Dereham Road Bus Rapid Transport Corridor

Construction works to improve the Old Palace Road junction are now completed. Enhanced facilities are also to be provided at some of the bus stops on the Corridor.

Better Bus Area' Programme

Grapes Hill bus lane received approval to proceed to construction at NHAC on 29 November. Subsequently we have received notification that this scheme is being challenged and possibly being subject to Judicial Review. NCC is currently working with the legal team in taking this forward.

Consultation on the removal of general traffic from St Stephen's and Surrey Street closed on 3 December 2012. At an NHAC meeting on 24 January 2013, members agreed that further work needed to be carried out to explore alternatives presented by local residents.

This work was summarised in a report taken to NHAC in March 2013, at which the Committee approved the proposals. These works proposals are however linked with the Chapel Field North/Theatre Street scheme discussed below.

In addition, there are further infrastructure projects being delivered as part of the 'Better Bus Area' programme:

- New electronic signage at key transport interchanges
- Improved interchange between bus and rail at Norwich railway station
- Bus shelter enhancements along Dereham Road / Newmarket Road and bus stop upgrades along all key transport corridors into Norwich

Chapelfield North/Theatre Street Scheme

A report was taken to NHAC on 21 March 2013 and permission to proceed was granted. The scheme was therefore moving forward to detailed design with construction planned to start in August 2013. However, a challenge to this scheme which may result in a Judicial

Review has also been received (similar to that received for the Grapes Hill scheme discussed above). The NCC team are therefore also working with the legal team on this to take the matter forwards. Separately to this, work within Chapelfield Gardens to create a new path to replace the southern footway of Chapel Field North has been tendered and awarded and is continuing to be progressed.

For more information, please contact: Jon Barnard, tel: 07909 895214

Rail improvements

The County Council continues to work with government, the rail industry and other partners to secure improvements to the rail network. The desired improvements are set out in the Norfolk Rail Prospectus, a copy of which can be found here:

http://www.norfolk.gov.uk/Travel_and_transport/Transport_future_for_Norfolk/Rail_in_Norfolk/index.htm

The County Council is concerned that the revised re-franchise dates for rail services covering Norfolk do not delay much-needed improvements (such as better quality trains on the Norwich-London route), and is working to establish what improvements can be delivered before the new franchises are awarded.

For more information, please contact: David Cumming, tel: 01603 224225

Better Broadband for Norfolk (BBfN)

We are pleased to announce the first locations that are set to be connected to better broadband as a result of our partnership with BT. We've managed to bring 30 locations forward from our planned schedule, so the first high speed broadband services will become available between July and September. This will bring better broadband to around 3,500 homes and businesses in this phase.

As the services become available, from July, people will be able to check whether their home or business can receive better broadband services, as a result, via the Better Broadband for Norfolk website (www.betterbroadbandnorfolk.co.uk).

For more information, please contact: Karen O'Kane, tel: 01603 222100

Norwich International Airport

The County Council has been working with the Airport, the LEP, Broadland District Council, Norwich City Council and Wrenbridge (the developers of the site to the north of the airport, to be called the Norwich Aeropark) to identify how best to promote the substantial investment opportunity presented by this important asset.

For more information, please contact: David Dukes tel: 01603 223142

Risk Register - Norfolk County Council																			
	Risk Register Name:		Environment, Transport and Development												Red				
	Prepared by:		Steve Rayner												High				
	Date updated:		July 2013												Med				
	Next update due:		August 2013												Low				
CDGSTP	Area	Risk Number	Risk Name	Risk Description	Date entered on risk register	Current Likelihood	Current Impact	Current Risk Score	Tasks to mitigate the risk	Progress update	Target Likelihood	Target Impact	Target Risk Score	Target Date	Prospects of meeting the Target Risk Score by the Target Date	Risk Owner	Reviewed and/or updated by	Date update	
	D	E&W	RM0199	RM ETD E&W. Failure to divert waste from landfill	Increases in the tonnage of residual waste to landfill above projected tonnages would lead to additional costs arising from landfill gate fees and the landfill tax which is currently increasing at £8 per tonne each year to 2015 when it reaches £80.	01/04/2007	4	4	16	<ul style="list-style-type: none">Residual waste disposal contracts - procure available treatmentsSupport recycling initiativesSupport and incentivise Waste Collection Authority (WCA) kitchen waste collection	Residual waste tonnage levels have not dropped as predicted. There were 210,969 tonnes of residual waste in 2011/12, and the latest figure for 2012/13 is around 210,000t. Levels have been reducing in previous years as recycling, reuse and minimization initiatives have been delivered but future prospects are uncertain. The 2013/14 disposal and treatment budget is based on a target assumption of 207,500t based on a 1% reduction from 2012/13 due to a new food waste collection service being delivered in King's Lynn and West Norfolk and reliable projections for the end of year residual waste tonnage will be made in late August 2013.	2	4	8	01/04/2014	Green	Mark Allen	Joel Hull	26/07/2013
	C	E&W	RM14113	RMCP ETD E&W. Failure in the delivery of the Willows Power and Recycling Centre	Failure in the delivery of the Willows Power and Recycling Centre leading to a contract termination would result in a financial impact to the County Council through the likely need for payment of compensation to the contractor, combined with the costs of securing and delivering alternative solutions, the loss of expected savings and the loss of the Waste Infrastructure Credits worth £169 million.	24/05/2013	4	5	20	<ul style="list-style-type: none">Monitor the Public Inquiry, Planning Inspectorate and DCLG processes relating to the Call InResidual waste disposal contracts - keep existing extension options open and assess viable alternatives for medium termWork effectively with contractor and monitor their performanceWork effectively with DefraRetain suitable internal resources and external specialist advisorsInspector's report on Inquiry, submitted to DCLG in September 2013Secretary of State decision on planning, expected by 14 January 2014ConstructionCommissioning	<ul style="list-style-type: none">Contract awarded February 2012Environmental permit approved July 2012Resolution to grant planning permission given June 2012Planning decision called in by Department of Communities and Local Government (DCLG) August 2012Public Inquiry ended 17 May 2013Secretary of State decision due by 14 January 2014	2	3	6	01/04/2017	Amber	Mike Jackson	Joel Hull	26/07/2013
D	E&W	RM12031	RM ETD E&W. Failure by any contractor to provide contracted services for disposal or treatment of waste	Would result in higher costs for alternative disposal and possible disruption to Waste Disposal Authority's operation. The Waste Disposal Authority has contracts and Service Level Agreement (SLA) arrangements with News to provide acceptance, haulage disposal and/ or treatment functions. If any contractor is unable to provide a service for a significant period due to planning, permitting, fuel or weather related issues, the Authority may have to use alternative existing contracts which may cost more and require tipping away payments to be made to the Waste Collection Authorities where they are exposed to additional costs for transporting waste significantly out of their area.	01/03/2010	2	4	8	Liaison with all contractors and regulators and contingency planning.	Waste contracts include requirements for contingency plans. Contracted services include a mix of contractors.	1	4	4	01/04/2014	Amber	Joel Hull	Joel Hull	26/07/2013	

D	E&W	RM13969	RM ETD E&W. Failure to improve the energy efficiency of NCC operations or prepare for Carbon Reduction Commitment (CRC)	Failure to improve the energy efficiency of NCC operations or to prepare adequately for the Carbon Reduction Commitment (carbon trading) could lead to steeply rising energy bills, financial penalties under CRC. This would have a negative impact on Council's reputation for providing value for money and community leadership on climate change and carbon / energy reduction.	31/07/2011	3	4	12	Commission detailed schedule of technical improvements to buildings from NPS and submit timely bid for capital funds (Carbon and Energy Reduction Fund). Help NPS build strategic capacity to manage carbon reduction in buildings and ensure their carbon management role is embedded in SLA. Appoint a project manager and establish project task force to manage preparations for CRC with detailed project plan produced and managed effectively. Secure revenue funds for staff posts from 09/10 onwards and purchase of allowances from April 2011. Identify areas not covered by Carbon Management Project that will affect carbon performance under CRC e.g. all Norse Group operations and agree carbon reduction targets. Train Departmental Sustainability Officers on carbon reduction goals and embed carbon reduction targets into service planning & decision taking across the Council. Engage Senior Managers and Cabinet. Removal or sale of surplus properties, or those which need not be owned by NCC from the Council's portfolio will be a high priority to achieve by end March 2013, to enable a full year of savings	Annual report to Corporate Resources Overview and Scrutiny Panel (CROSP) (11/09/12) and Cabinet 08/10/12). NCC's Carbon Reduction Commitment (CRC) footprint for 2011-12 was 54,192 Tonnes. The tax liability for this footprint, at a current tax of £12 / Tonne equates to approximately £650,000. The forecast cost was £675,000. Carbon Energy Reduction Fund (CERF) Programme for 2013/14 must be condensed into early part of the year to ensure maximum benefit of the improvements towards the 2014 target. Overall on track to achieve 25% reduction targets - tracking of Automated Meter Readers (AMRs) and 1/2 hrly metering is showing a sustained reduction in consumption (weather-corrected) and costs. Travel & Transport remains an area of weakness in the programme, however strategic lead identified and improvements anticipated. Tracking of Carbon and Energy Reduction Programme (CERP) outcomes will be delivered through reporting at CROSP (from March 2013) and CERP Board has agreed to disband. 40% (by 2020) reduction target agreed in principle by COG - business case under development and will include some significant challenges relatively cold summer 2012 will challenge absolute energy targets for this year. 2012/13 assessment underw	2	3	6	01/04/2014	Amber	Phil Bennett-Lloyd	Phil Bennett-Lloyd	26/07/2013
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C	Hwys	RM0201	RMCP. Failure to implement Norwich Northern Distributor Route (NNDR) and the Postwick Hub junction improvement	<p>NNDR Failure to implement the NNDR would result in the inability to implement significant elements proposed in the Norwich Area Transport Strategy (NATS) Implementation Plan including pedestrian enhancements in the city centre, public transport improvements (including some Bus Rapid Transit corridors), traffic management in the suburbs, reductions in accidents and would result in an increase in congestion affecting public transport reliability. It would also result in a reduction in our capacity for economic development and negatively impact on Norfolk County Council's reputation. Inability to deliver the NNDR will also affect the growth planned as part of the Joint Core Strategy (JCS).</p> <p>Postwick Hub The impact of an unsuccessful Public Inquiry on Postwick Hub Junction Side Road Orders (considered necessary by Government Office) will potentially affect the viability of the NNDR and the benefits set out in relation to its delivery. It will also result in a failure to deliver immediate growth in employment and some housing development. In addition, the P&R extension is not possible without the completion of Postwick Hub</p>	01/04/2005	3	4	12	<p>• Following confirmation of funding, complete work required by DfT to regularly report on-going project progress for the NNDR and Postwick Hub to maintain funding allocation. Work on Nationally Significant Infrastructure Projects (NSIP) process for delivery of necessary Development Consent Orders for NNDR.</p> <p>• Work with Highways Agency to finalise the processes for Secretary of State approval for the side & slip roads orders for Postwick Hub. Begin processes to prepare construction phase of the Hub.</p> <p>• Respond as necessary to the outcome of the Joint Core Strategy (JCS) legal challenge decision by the High Court. One element of the challenge was the NNDR and the outcome of the decision was that the NNDR is acceptable within the baseline of the JCS. However, there was a requirement to remedy an issue in relation to the Sustainability Appraisal and this still needs to be resolved by working with legal teams and Greater Norwich Development Partnership (GNDP) team. JCS re-examination on remitted text completed in May, but further hearing was held in July 13.</p>	<p>The Transport Secretary announced on the 26 October 2012 that the NNDR has been included in a 'Development Pool' of schemes. DfT have now reconfirmed funding for the NNDR and Postwick Hub (max contribution of £86.5m). However the funding cannot be drawn down for the NNDR until 'Full Approval' stage, which follows completion of statutory processes (planning consent and orders). Cabinet (3 December 2012) approved the option to utilise the Nationally Significant Infrastructure Projects (NSIP) route for the planning process. This consolidates the planning/land compulsory purchase orders/highway orders into one process overseen by the Planning Inspectorate. This provides more confidence in the timescales to deliver the NNDR, with the potential to commence construction in the Spring of 2015 and open the NNDR in 2017. DfT have completed consulting on changes to the NSIP criteria and changes to the Planning Act have been made, which affect the NNDR, and this is being resolved with DfT through a Section 35 application. The Joint Core Strategy (JCS) was adopted by all Councils or in the JCS is effectively sound as it should be included in the baseline model for future development and also that it is embedded within existing policies such as the East of England Plan, the Norwich Area Transport Strategy (NATS) and the Local Transport Plan.</p> <p>Planning consent was reconfirmed 18 Oct 2011. Public Inquiry for Postwick Hub Side Roads Orders had been postponed from its planned start date of 25 September 2012 and was rescheduled to start on 3 July 2013, and is now completed. The Inspectors report and the Secretary of State confirmation of the Orders are now awaited. This is the last step in the statutory process and assuming successful will mean construction starting later in 2013/early 2014 following draw down of £19m DfT Development Pool funding.</p>	2	4	8	NDR 01/11/2017 Postwick Hub 01/06/2015	Amber	Mike Jackson	David Allfrey	05/08/2013
D	EDS	RM14035	RM ETD EDS. Insufficient funding to support housing/job growth as set out in the Greater Norwich Development Partnership (GNDP) Joint Core Strategy	The cost of infrastructure required to support the delivery and implementation of the GNDP JCS exceeds the funding streams.	30/04/2012	4	3	12	Each element of infrastructure to be prioritised / phased / assessed in order to determine sources of funding / financing scenarios	Exploring all central Government opportunities to gain funding support and all local sources of funding to prepare an Investment Plan and Funding Strategy. The Greater Norwich City Deals bid, submitted in January 2013, was approved by central Government, the elements of the deal should be agreed in November 2013.	2	3	6	31/03/2014	Green	Sandra Eastaugh	Sandra Eastaugh	
D	TTS	RM14048	RM ETD TTS. Park & Ride subsidy not able to be reduced to an acceptable level.	Comes from an inability to influence parking charges in Norwich city centre, generate more income and further reduce costs, which leads to a pressure on the local bus budget and may mean some sites have to close.	01/05/2012	3	3	9	<p>Work with the City Council to agree a strategic car parking/charging agreement. Investigate ways to reduce business rates, which could include charitable status. Work with stakeholders, like businesses, to encourage contributions to operating costs.</p> <p>Use customer intelligence to target extra patronage and undertake a targeted marketing campaign.</p> <p>Investigate other ways to reduce costs or increase income.</p>	Parking review for Norwich City street and off-street parking commissioned. Better Bus Area will focus on commuter travel planning with 100+ businesses. Smart ticketing to begin in October 2013. New charges agreed at Cabinet on 5/8/13.	2	2	4	01/04/2014	Amber	Tracy Jessop	Tracy Jessop	05/08/2013
D	TTS	RM14052	RM ETD TTS. Shortfall in funding for the concessionary travel scheme for 2014/15	There is an annual shortfall in funding of at least £5m due to the distribution of grant, leading to pressure on other budgets and possible service cuts. A 'fixed pot ' has secured a good outcome until 2014, but the future is uncertain.	01/05/2012	3	3	9	<p>Continue to lobby government for fairer funding through the formula grant review. Work with operators to mitigate their reduced funding in other areas of the business.</p> <p>Raise MP's awareness of the consequences.</p>	Formula grant consultation changes confirmed, which nets NCC an additional £1.2m from April 2014. Spending review protects transport funding, so situation should not get worse.	2	3	6	01/04/2014	Green	Tracy Jessop	Tracy Jessop	05/08/2013

D	E&W	RM14054	RM ETD E&W. Failure by any contractor to provide contracted Recycling Centre Services	If any contractor is unable to provide a part of whole service for a significant period then this would potentially result in higher costs for alternative disposal of materials and possible disruption to Waste Disposal Authority's operation.	25/05/2012	3	3	9	Liaison with all contractors and contingency planning.	Recycling Centre contracts include requirements for contingency plans. Review of contingency plans with contractor. Contingency plans for busy weekends requested from contractor. Contract currently being updated for new Recycling Service Level Agreement (SLA) from April 2014. Group business continuity project underway to update plans. Contingency plans developed for cold weather. Working with May Gurney to put a continuity plan in place for contractor hand over at the end of the new contract.	1	2	2	01/04/2014	Green	Kate Murrell	Kate Murrell	29/07/2013
C	E&W	RM14114	RMCP ETD E&W. Failure to deliver long term flood and coastal erosion risk management mitigation measures to areas affected in the long term by local and strategic flood and coastal erosion risk.	County Council has role to determine and disseminate local flood risk information to communities. There is a reputational risk in raising the profile of local flood risk, (as well as existing flood and coastal erosion risk), and not securing adequate long term mitigation through multi-agency funding sources. The Local Government Association modelling, based on current demographic pressures and budgetary restraints, shows a projection that by 2030 local authorities will only have enough funding to provide Adults and Children's social care.	18/06/2013	4	4	16	Develop and coordinate effective partnership arrangements to ensure every opportunity is taken to bid for funds to deliver Flood and Coastal Erosion Risk Management (FCERM) mitigation measures. Work with all Risk Management Authorities (RMAs) in Norfolk to identify, deliver and monitor a programme of partnership mitigation projects. Represent Norfolk's priorities through the development of a Local Flood Risk Management Strategy and attendance of Cllrs at political forums e.g. Regional Flood and Coastal Committees (RFCC's) and the Norfolk Water Management Partnership Strategic Forum. Continue to manage the funding question and ensure that the issues and responsibilities are fully understood at a corporate level.	The Flood risk mitigation tasks are short to medium term measures in comparison to the long term risk. A number of the long term mitigation measures are outside the control of NCC such as climate change and Central Government spending policy. In the short term 4 bids have been submitted to Regional Flood and Coastal Committees (RFCC's) Flood Defence Grant in Aid process and in support of Anglian Water Services Ltd price review 14 funding period. Work is currently underway to scope and support the development of a common works programme through the Local Flood Risk Management Strategy which will aim to report on and monitor investment in Flood and Coastal Erosion Risk Management from the next financial year (2014-15). 3x Flood Investigation Reports endorsed by ETD Overview and Scrutiny Panel. Local Flood Risk Management Strategy and Surface Water Management Plans on target.	1	2	2	31/03/2030	Amber	Mike Jackson	Graham Brown	26/07/2013
D	E&W	RM14057	RM ETD E&W. Failure to establish SuDS service to fulfil statutory duties	Preferred Sustainable Drainage Systems (SuDS) service delivery option may not be able to be established in time to meet statutory duties by the required start date, currently April 2014. This would be a breach of council duties under Flood and Water Management Act, increased flood risk, lead to appeals from customers as failure to determine application within timescale triggers automatic refusals.	30/06/2012	3	5	15	Develop contingency solution integrating SuDS services within existing areas of ETD and through utilising strategic partnership arrangement where appropriate. Develop contingency of operating a risk based approach to the SuDS approval process.	SuDS service design is a corporate project in the Norfolk Forward Programme. Cabinet approved all recommendations in the service delivery report to Cabinet on 3 September 2012. Minister recently (January 2013) highlighted planned commencement date of April 2014, Defra have set up working groups to review guidance, definitions and financing for maintenance with policies going before committee in July 2013. Target date reflects outcomes from Strategic Forum and greater certainty from Defra on commencement dates and formal guidelines / regs. Reasonable prospects of delivering in-house service for County related planning matters. Feedback from the Strategic forum on 19 March 2013 and Leaders meeting on the 26 March 2013 has indicated that 3 districts would like to deliver the SuDS service at Local Planning Authority (LPA) level with the rest of the Local Planning Authorities hosting officers. NCC are awaiting formal confirmation. A heads of terms and draft specification for the delivery of a SuDS service; is being drawn up in order to delegate a SuDS service to LPA's and deliver in-	2	5	10	01/10/2014	Amber	Mark Allen	Graham Brown	26/07/2013
D	E&W	RM14058	RM ETD E&W. Failure to deliver flood and coastal erosion risk management mitigation measures to areas affected by local and strategic flood and coastal erosion risk.	County Council has a new role to determine and disseminate local flood risk information to communities. There is a reputational risk in raising the profile of local flood risk, (as well as existing flood and coastal erosion risk), and not securing adequate mitigation through multiagency funding sources. There are also wider impacts on communities such as the availability of insurance.	30/06/2012	2	3	6	Develop and coordinate effective partnership arrangements to ensure every opportunity is taken to bid for funds to deliver Flood and Coastal Erosion Risk Management (FCERM) mitigation measures. Work with all Risk Management Authorities (RMAs) in Norfolk to identify, deliver and monitor a programme of partnership mitigation projects. Represent Norfolk's priorities through the development of a Local Flood Risk Management Strategy and attendance of Cllrs at political forums e.g. Regional Flood and Coastal Committees (RFCC's)	Secured 20k through Flood Defence Grant in Aid (FDGiA) for 2013-14. This will fund further work for Norwich Surface Water Management Plan (SWMP) actions. Ensure adequate evidence supports bids made for third party monies. Continue developing and supporting the Norfolk Water Management Partnership and its associated sub-groups. Strategic Political Forum established. New members to be appointed to Regional Flood and Coastal Committees. Develop a draft of Norfolk's Local Flood Risk Management Strategy (LFRMS) with partner organisations. Produced LFRMS update publication for public/strategic forum on behalf Cabinet Member. Drafting of Strategy on-going and in process of commissioning Strategic Environment Assessment (SEA), Sustainability Appraisal (SA) & Habitats Regulations Assessment (HRA). Target date extended to take account of statutory processes. On-going delivery of Surface Water Management Plans. First Flood Investigations due for publication 23 July through ETD OSP, consenting and enforcement cases on-going. Numbers of cases of flooding increasing in-	1	2	2	01/11/2013	Green	Mark Allen	Graham Brown	26/07/2013

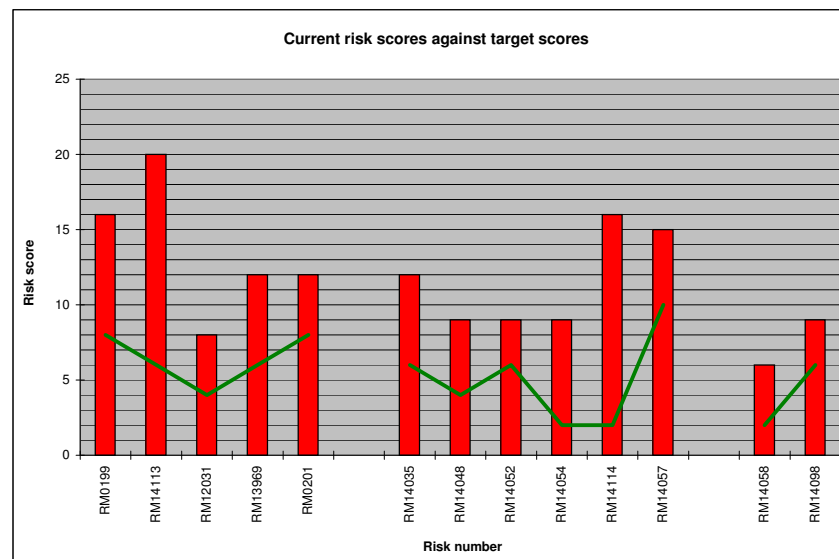
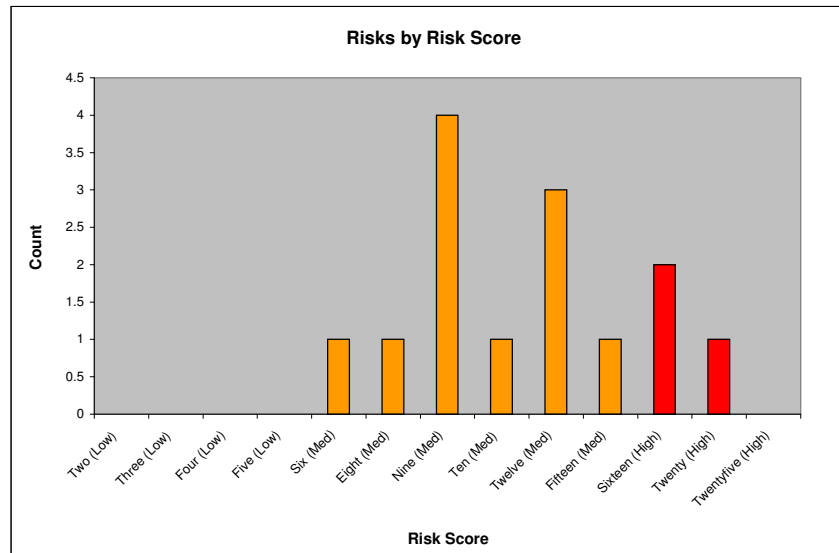
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								<p>BCPR008 Andrew Crossley - 01.12.2012 Ensure we are able to geographically plot all NCC buildings/buildings which house NCC staff/activities with critical information about the building i.e. infrastructure, environmental threats, out-of-hours contacts etc. Ensure we have accurate data sets, avoid duplication and that data held meets the current needs of both NPS and NCC.</p>	<p>A paper has been written and has gone to Amanda Gray and Paul Brittain. Paper outlines the requirements to hold NCC property data corporately. Also recommends a strategic review of this area due to the many issues which exist. Andrew Crossley is now implementing recommendations and liaising with the GIS team/NPS and the C2 system. This is also going to be picked up within the CLA proposal/SLA. Having this data stored & managed corporately would save the authority a significant amount of time & effort. There are at least 6 property lists across the authority being maintained that we are aware of. Await confirmation of date NPS will complete work. LS & AC met 14.11.2012 – Norfolk Mapping Browser & C2 can now 'speak' and information can be migrated. Arrangements for this to be detailed in the SLA (currently in production). Identified training need for users / updaters once process established to ensure efficient and resilient use can be made of this. Norfolk Mapping Browser and C2 are being used to make</p>						
								<p>BCPR009 Andrew Crossley - 01.04.2013 To create an alternative exit for CH for use in emergency.</p>	<p>Land has been cleared, instruction provided not to re-let mobiles blocking exit, Highways are happy. Currently being reviewed by planners to provide planning permission. August 2012. Consultation work has been undertaken with Norwich City with a report being submitted to City Cabinet in June 2013 around the proposals for the alternative exit and documenting viability of other options e.g. Harriett Court. Once result has been returned a re-application of the original request can be made (noted: Harriett Court option is too cost prohibitive to progress). Johnny Green in NPS is lead officer on this.</p>						
D	PP	RM14099	RM PP Embedding BC into the organisation.	To ensure disruption is minimised and ensure that we are able to maintain services and respond appropriately to a significant (category 1 or 2 Business Continuity incident) (N.B. this risk will be scored differently for different departments due to different levels of preparedness)				<p>BCE002 John Baldwin (Resources) / Mick Sabec (Children's) / John Perrot (Communities) / Roy Harold (NFRS) 01.07.2012 - (newly suggested date of 01.12.2013) All corporately agreed critical activities must have comprehensive Business Continuity plans. Plans to be agreed at Senior Management Team meetings and then a plan of action created to ensure they are in place.</p>	<p>F&R – currently in the process of user testing with a view to getting access to the LDRPS system. Resilience Reps to progress within teams. Audit of LDRPS commissioned to assess plan progress and identify gaps that relate to critical services & activities. (in preparation for Business Impact Analysis (BIA) review early 2013) – being completed by the Resilience Team. 2 yearly BIA review process for NCC has been launched and currently underway - this work will allow a review of the agreed NCC critical activities resulting in a push to get plans in place. Good progress being made with review</p>						
								<p>BCE004 John Ellis / Lindsey Spinks 01.04.2013 Embedding Business Continuity into processes, policies etc. across the council (service planning, business plan, project management guidelines, induction process, premises manager training, writing articles for publications, completing presentations, visiting schools, providing feedback on policies and procedures etc.)</p>	<p>Business Continuity is part of service planning, we are looking to improve this link each year, it is part of Premises Management guidelines, a review of this occurred May 2012, articles are published in publications and this will continue in order to increase awareness. Work continues in this area with Enterprising Norfolk project providing an opportunity for Business Continuity to become more formally embedded into the daily working of NCC personnel. This avenue being actively pursued by the Resilience Team. Embedding has taken place and established within service planning, articles in NCC publications and Premises Management guidelines. Areas for improvement are around engagement in the CH repair project, induction processes, premises managers training and gaining feedback from NCC personnel on areas for Business Continuity development. 2 yearly Business Impact Analysis review continues, which is helping to embed Bu</p>						
								<p>BCE006 Departmental Reps with assistance from Resilience Team - 01.06.2013 All Departments : Business Impact Assessments are completed for service areas.</p>	<p>All departments have completed Business Impact Assessments for their service areas as part of the update completed every 2 years (next due 2013) NCC's 2013 Business Impact Assessment (BIA) review programme has been launched will all initial BIA completions to be returned to the Resilience team by 3rd June for QA before going to Senior Management Team's for sign-off.</p>						

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								BCE023 (Moved 12/03/13) Deirdre Sharp - 01.04.2013 - Now Resilience Reps / resilience team (new date 01.12.2013) Copies of essential documentation particularly for critical activities are kept separate from originals. (including consideration of storage at suitable Work Area Recovery (WAR) locations)	Guidance has been provided but is not being followed across departments. Policies regarding this need to be emphasised across services. We are looking at arrangements for storing originals of contracts and other records where for day-to-day purposes working copies, preferably electronic, are sufficient, as we implement a single storage contract in 2012. Corporate guidance around documentation handling is available. Resilience Reps with assistance from Resilience Team to progress this for team/service areas. BIA review will assist in re-affirming critical activities.										
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Risk Score	Count
Two (Low)	0
Three (Low)	0
Four (Low)	0
Five (Low)	0
Six (Med)	1
Eight (Med)	1
Nine (Med)	4
Ten (Med)	1
Twelve (Med)	3
Fifteen (Med)	1
Sixteen (High)	2
Twenty (High)	1
Twentyfive (High)	0
Total risks	14
Total (RM*)	14



Norwich Area Transportation Strategy (NATS) Implementation Plan

Report by the Director of Environment, Transport and Development

Summary

The implementation plan for the Norwich Area Transportation Strategy was agreed by Cabinet in April 2010. The plan sets out the range of transport measures, together with their general intended phasing, for delivery over the short to medium term. Good progress has been made delivering the plan. The Plan has now been updated to take account of what has been delivered since 2010, and to reflect the latest position on future scheme delivery given progress with implementation and that the growth plans for the area are clear.

The update is not a new plan. Rather, it takes account of progress with scheme delivery, outlines the relationship between NATS schemes and the wider growth and development agenda, and takes account of the implications of emerging funding opportunities including the Community Infrastructure Levy. The major difference between the NATSIP adopted in 2010 and the update is in the phasing of delivery of the schemes. For example, the recent government awards of funding for better Bus Area and Cycle City Ambition has allowed significant acceleration of delivery on schemes.

The key features of the Implementation Plan are:

- City centre improvements
- A bus rapid transit (BRT) network
- A core bus network, integrated ticketing and information
- A package of cycling and walking improvements
- Specific rail service improvements
- Smarter Choices initiatives, like travel planning
- The highway network
- The Northern Distributor Road.

The updated Implementation Plan is included as the Appendix. Cabinet will be asked to adopt this update in October. The Plan will set out the overall basis for scheme delivery across the Norwich Policy Area over the next 10-15 years. A detailed, two-year programme of schemes for delivery will be rolled-forward each year, which Members will be asked to agree annually as part of the annual Local Transport Plan capital programme.

Action Required

Panel is asked to make any comments on the updated Plan and recommend its adoption by Cabinet.

1. Background

- 1.1. The Norwich Area Transportation Strategy (NATS) was first adopted by the local authorities in the area in 1975, continuously evolving and delivering improvements since then. NATS4, the latest version of the Strategy, was adopted in 2004 and its

Implementation Plan (NATSIP) was adopted in March 2010.

- 1.2. NATS4 and its Implementation Plan were developed alongside and deliver the transport element of the wider sustainable development agenda for the Norwich area as expressed in the Joint Core Strategy (JCS) and the Greater Norwich Economic Strategy. Integration of these strategies has been greatly aided by the close working relationship between the County, City and District Councils through the Greater Norwich Development Partnership.
- 1.3. NATS4 provided a baseline for the development of the JCS. The more detailed proposals in the Implementation Plan were developed alongside the JCS to support its policies and proposals. This was a two way process and the opportunity was taken in 2010 to realign a number of NATS policies with the JCS. The JCS was submitted in late 2009 and adopted in March 2011, although following a legal challenge, part of the JCS relating in particular to the North East Growth Triangle was remitted. This text has been re-submitted and was subject to an examination in public in May 2013. The Greater Norwich Economic Strategy was also developed in the same period and adopted in 2009. These strategies complement and support each other to deliver sustainable development across the area.

2. Updated NATS Implementation Plan

- 2.1. The Plan has now been updated to take account of what has been delivered since 2010, and to reflect the latest position on future scheme delivery given progress with implementation and that the growth plans for the area are clear.
- 2.2. Work on the update shows that overall the county council and its various partners have delivered NATSIP as originally envisaged, and that future delivery will continue to roll-out the plan as agreed in April 2010. That is, there have been no substantive changes to the content of the plan, either in its delivery to date, or its planned future delivery.
- 2.3. The only change is to the phasing of schemes within the plan. The reduction in available funding for transport over recent years, through the Local Transport Plan, has resulted in some schemes having to be put back. However, it has been possible to bring forward some schemes in the plan for earlier delivery, such as the measures currently being undertaken as part of our successful bid for Better Bus Area funding. Similarly, the recent successful Cycle City Ambition Grant secured £3.7m of government funding and will allow acceleration of schemes to upgrade cycling infrastructure across Norwich, including an eight-mile route through the city centre linking people with growth areas from the Norwich Research Park to Heartsease.
- 2.4. The plan has been developed to deliver the required step-change in transport provision to realise the full potential of NATS and cater for the transport needs of a vibrant and growing regional centre. The timing of some transport schemes is therefore dependent on the timing of when major growth comes forward. The timing of the delivery of the major housing and jobs growth, which is largely outside the council's control, has affected the timing of delivery of some of the individual schemes as part of the plan.
- 2.5. Looking forward, many elements of the plan's delivery will continue to be contingent on the timing for when growth comes forward, or when funding becomes available. Whilst the plan sets out the overall basis for transport delivery, the exact phasing

may change due to these factors. Members will be asked to agree the detailed programme of schemes in the normal way, as part of the overall countywide annual capital programme, which is agreed each year, and in response to ad hoc funding opportunities.

- 2.6. The key features of the Implementation Plan are:
- City centre improvements
 - A bus rapid transit (BRT) network
 - A core bus network, integrated ticketing and information
 - A package of cycling and walking improvements
 - Specific rail service improvements
 - Smarter Choices initiatives, like travel planning
 - The highway network
 - The Northern Distributor Road.
- 2.7. A copy of the updated NATS Implementation Plan, intended as a stand-alone document is attached as the Appendix. Cabinet will be asked to agree this in October. It is anticipated that a further update of the plan will be done – on a similar basis to this one – in another three years as appropriate.

3. **Resource Implications**

- 3.1. **Finance:** Funding for the Plan will come from a variety of sources, including the Local Transport Plan allocation, funding from developers, or through the Single Local Growth Fund and other opportunities such as any government funding bids. Implementation will be phased over 10-15 years as funding becomes available. The implementation plan has been largely designed around this phased approach although some of the larger schemes will require larger chunks of funding. The council is working with partners on how to deliver such schemes, including through its work on City Deals and the Single Local Growth Fund. A NATS public transport package and Norwich Southern Bypass junctions have been identified as priorities for part-funding from the local major transport scheme element of the latter.

The County Council has previously agreed to underwrite £53m of the cost of the NDR, with the GNDP having committed in principle to provide up to £40m. DfT has recently confirmed that its funding for the project, including the Postwick Hub, (amounting to some £86.5m in total) will be paid to the Local Enterprise Partnership as part of the Local Growth Fund. Government will provide further detail in the autumn of any further approval requirements for the release of these funds.

Further reports will be brought to Cabinet in October to report the outcomes of the currently ongoing consultation on the NDR and update Members with the most recent NDR cost profiles.

- 3.2. **Staff:** Staff across the ETD Strategic Partnership and partners – particularly Norwich City Council – will be involved in taking the Plan forward for delivery. The NDR project continues to be staffed from the ETD Strategic Partnership and Birse Civils Ltd. For specific schemes, the feasibility, consultation and scheme delivery will be met from existing resources.
- 3.3. **Property:** No implications arising from the Plan update. Implications may arise from specific scheme as they are brought forward for delivery.

4. **Other Implications**

- 4.1. **Equality Impact Assessment (EqIA):** An EqIA was completed for NATSIP 2010. This has been reviewed and refreshed for the updated plan. It identified that transport is a major concern for key groups including disabled and older people. To mitigate negative impacts the implications should be considered in detail as and when projects are taken forward.
- 4.2. **Communications:** All appropriate communications will be undertaken as schemes undergo feasibility and delivery.
- 4.3. **Environmental Implications:** A Strategic Environmental Assessment was undertaken on NATSIP prior to its adoption in 2010. As it is not a new plan, and the only thing that has changed is to the phasing of schemes within the plan it is not intended to update the Strategic Environmental Assessment as the original remains fit for purpose. The statutory environmental bodies have been consulted on this proposed approach. One response was received, from Natural England, who agreed that the phasing of schemes within the plan is unlikely to result in a significant environmental effect.
- 4.4. **Any other implications:** Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

5. **Section 17 – Crime and Disorder Act**

- 5.1. Requirements of the Act as it relates to the design and operation of the NDR and other NATS schemes will continue to be taken into account in the development of the projects.

6. **Risk Implications/Assessment**

- 6.1. In the context of the NATS implementation plan, key risks associated with the NDR and other NATS schemes are around funding and the statutory planning process. These risks are being managed through active project management and engagement. It has been confirmed that the NDR will be taken through the Nationally Strategic Infrastructure Projects route for planning consent, which will mitigate the risks around this.

7. **Alternative Options**

- 7.1. NATSIP was adopted in 2010 following extensive testing of alternative options and extensive public consultation. This plan has been updated; the main changes being to phasing of delivery. As such, the Plan continues to include the package of measures that best meet objectives, have public and stakeholder support, and can be delivered within the likely available resources.

Action Required

- (i) Panel is asked to make any comments on the updated Plan and recommend its adoption by Cabinet.

Background Papers

Officer Contact

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If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 and ask for David Cumming or textphone 0344 800 8011 and we will do our best to help.

Norwich Area Transportation Strategy Implementation Plan Update 2013

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1. Introduction

- 1.1. The Norwich Area Transportation Strategy (NATS) has evolved and delivered improvements over a number of years. NATS4, the latest version of the Strategy, was adopted in 2004 and its Implementation Plan (NATSIP) was adopted in March 2010. This NATSIP Update identifies progress on delivery, sets out the current and emerging programme, and highlights the relationship between NATS schemes and the wider growth and development agenda. It takes account of the implications of emerging funding opportunities including the Community Infrastructure Levy.

2. Background

- 2.1. NATS and its Implementation Plan do not exist in isolation. They have been developed alongside and deliver the transport element of the wider sustainable development agenda for the Norwich area as expressed through the Joint Core Strategy for Broadland, Norwich and South Norfolk (JCS) and the Greater Norwich Economic Strategy. Integration of these strategies has been greatly aided by the close working relationship between the County, City and District Councils through the Greater Norwich Development Partnership.
- 2.2. NATS4 provided a baseline for the development of the JCS. The more detailed proposals in the Implementation Plan were developed alongside the JCS to support its policies and proposals. This was a two way process and the opportunity was taken in 2010 to realign a number of NATS policies with the JCS. The JCS was submitted in late 2009 and adopted in March 2011¹. The

¹ Following a legal challenge, part of the JCS relating in particular to the North East Growth Triangle was remitted. This text has been re-submitted and was subject to an examination in public in May and July 2013.

Greater Norwich Economic Strategy was also developed in the same period and adopted in 2009. These strategies complement and support each other to deliver sustainable development across the area.

2.3. The key features of the Implementation Plan are:

- City centre improvements
- A bus rapid transit (BRT) network
- A core bus network, integrated ticketing and information
- A package of cycling and walking improvements
- Specific rail service improvements
- Smarter Choices initiatives, like travel planning
- The highway network
- The Northern Distributor Road.

2.4. While NATS and its Implementation Plan are particularly focussed on the Norwich Policy Area, by improving sustainable access to the area, they also support growth and development more widely across Norfolk.

3. NATS and growth

3.1. The Norwich area has seen significant growth over a number of years. The last major improvement to transport infrastructure was the A47 southern bypass which opened in 1992. Subsequently, the Park and Ride network was developed to serve trips from outside the urban area accessing the city centre. More recently the “public transport major” scheme, which included the redevelopment of the bus station, was delivered in the city centre. Progress has also been made on delivering bus priority, particularly on the Dereham Road and Newmarket Road, using capacity released by the bypass. In this period, since the beginning of the 1990s, the area has developed and grown. In particular:

- An estimated 25,000 new dwellings have been developed in the NATS area and the population has increased by about 40,000
- the number of jobs is estimated to have grown by around 25-30,000 across the three districts as a whole (with over 100ha of employment land developed since 2001 alone)
- major business park development has taken place at Costessey and, in particular, Thorpe St Andrew
- Castle Mall and Chapelfield shopping centres have been developed and the city centre has become a national top 10 shopping destination
- The Norfolk and Norwich hospital relocated to Colney and expanded. The neighbouring University of East Anglia (UEA) has also expanded with student numbers more than doubling.

3.2. Growth is continuing. Taking account of changes since its base date of 2008, the JCS targets the delivery of around 30,000 dwellings and a similar number of jobs in the NATS area between 2012 and 2026.

3.3. NATS has already brought major improvements to transport provision and the environment that benefit thousands of people who live, shop and work in and around Norwich. However, our transport system is under strain, and pressure will increase over time. NATSIP has been developed to deliver the required

step-change in transport provision to realise the full potential of NATS and cater for the transport needs of a vibrant and growing regional centre. The Implementation Plan is fundamental to delivering economic growth and meeting key objectives such as those relating to climate change, growth and regeneration, improved accessibility, quality of life and health and improved safety and security.

- 3.4. While NATS is a package of interdependent measures with a strong focus on public transport, cycling and walking, the Norwich Northern Distributor Road (NDR) plays a key role in delivering both the transport strategy and the JCS. The NDR is required to strengthen a transport infrastructure which fails to meet current needs and is inadequate to support the long-term future of the city. It is fundamental to delivering a wide range of outcomes. It will stimulate economic growth, reduce rat-running from unsuitable roads in villages and from new and existing residential areas, and improve accessibility. It will relieve congestion on existing roads including the outer ring road. By freeing up capacity on radial routes, the NDR and complementary transport schemes enable priority measures to be introduced for buses, walking and cycling, significantly improving accessibility, quality of life and opportunities to support economic growth. The NDR is necessary to cater for multi origin/destination orbital trips which inherently cannot be dealt with by public transport. Access to existing and planned strategic employment areas, such as Norwich airport and Broadland Business Park, will be significantly improved as a result of the NATS Implementation Plan.
- 3.5. The NDR, with its associated NATS measures, does not simply provide for the quantum of planned growth, it underpins the opportunity to deliver a high quality living environment in sustainable developments based around walking, cycling and public transport.
- 3.6. **Current/emerging development “hotspots”**
- 3.7. Table 1 identifies locations where significant scales of development are underway or are expected to start in the near future. It highlights the key strategic NATSIP infrastructure schemes that support these locations, many of which are already being implemented or are programmed. While NATSIP projects are also required to serve existing communities, destinations and businesses, information on concentrations of new growth will help prioritise new investment in the medium term.

Figure 3.1: Current and emerging growth locations

Location	Scale (from 2013)	Status	Key supporting NATSIP infrastructure	Comments
All locations will need to be supported by investment in the strategic cycle network.				
Costessey : Queens Hills,	Up to 1,900 dwellings	Under construction	Dereham Road BRT corridor Longwater junction Grapes Hill bus lane Chapel Field North two-way bus operation	June 2013 – 1,140 dwellings occupied
Costessey : Lodge Farm	983 dwellings	Phase 1 - Under Construction Phase 2 – Application and preferred allocation	Dereham Road BRT corridor Longwater junction Grapes Hill bus lane Chapel Field North two-way bus operation	August 2013 – 381 dwellings occupied
Easton	900 dwellings	Preferred option allocation	Dereham Road BRT corridor Longwater junction Grapes Hill bus lane Chapel Field North two-way bus operation	Easton is also identified as the potential location of a commercial development of a 'food and farming hub'
Bowthorpe : Three Score	1,000 dwellings	Permitted	Dereham Road BRT corridor Earlham Rd core bus route	Limited scope for significant bus infrastructure on the Earlham Rd corridor

			Grapes Hill bus lane Chapel Field North two-way bus operation	
Norwich Research Park	165,000m2 commercial	Approved	Earlham Rd core bus route Chapel Field North two-way bus operation	Limited scope for significant bus infrastructure on the Earlham Rd corridor. Potential for alternative provision via UEA core bus route and/or Newmarket Rd
Cringleford	1,000 dwellings 1,200 dwellings to be allocated	Under construction	Newmarket Road BRT corridor Thickthorn junction	August 2013 – 443 dwellings occupied
Hethersett	1,200 dwellings	Approved subject to S106	Newmarket Road BRT corridor Thickthorn junction	
Wymondham (various)	2,200 dwellings	Under construction, permitted, applications, allocations tbd	Newmarket Road BRT corridor Thickthorn junction Wymondham local measures	August 2013 – 372 dwellings occupied at various locations
Poringland	720 dwellings	Under construction or permitted	Trowse/Bracondale core bus route	August 2013 – 199 dwellings occupied

Trowse/Norwich Deal Ground	744 dwellings	Permitted	Trowse/Bracondale core bus route	594 dwellings in Norwich 150 dwellings in South Norfolk
Broadland Business Park/St Andrews Park and Broadland Gate	40ha+ commercial Application for 12,750m2 B1 redevelopment of ex-hospital	Permitted extensions and undeveloped plots	Yarmouth Rd BRT corridor Postwick Hub junction improvement NDR	Postwick Hub has funding and planning permission. Subject to the successful outcome of the SRO Public Inquiry, implementation will commence this year.
Thorpe St Andrew: Brook Farm	600 dwellings	Permitted	Plumstead Rd core bus route NDR	
Sprowston : Home and White House Farms	1,233 dwellings	Permitted	Wroxham Rd core bus route NDR	
North Sprowston and Old Catton	3,500 dwellings c26,000m2 commercial	Application	N Walsham Rd core bus route Wroxham Rd core bus route NDR	In the longer term the area could also be served by the Salhouse Road BRT corridor
Norwich International Airport	100,000m2 (39ha) commercial	Permitted	Cromer Rd BRT corridor NDR	
Hellesdon Hospital/Golf Course	1,100-1,300 dwellings	Preferred option allocation	A1067 Fakenham Road BRT Corridor NDR	

4. Progress on delivery

4.1. Introduction

- 4.2. This section of the report identifies which schemes have been delivered and how they contribute to the overall strategies for transport and growth in the area. A more complete breakdown of schemes is included in Appendix 1.
- 4.3. Major progress on delivery has been made with some significant projects completed or underway. However, since 2010 delivery has been affected by reduced local transport budgets. Overall, available spending by the County Council on integrated transport has reduced from just over £11m countywide in 2009/10 to £2m annually from 2011/12, and there has been a general fall in funding from other sources as development dropped off during the economic downturn post 2008.
- 4.4. Although these severe pressures on funding have affected delivery and resulted in a need to re-evaluate projects – especially of more costly schemes – the authorities have been able to limit impacts by for example securing funding from other sources including successful bids and is now gearing up to deliver a raft of measures that will ensure major step-changes in the NATS area. Section 5 details the future delivery programme.

4.5. City Centre

- 4.6. The focus of NATS within the city centre is to reduce the impact of traffic and make it a more attractive place for business, retail and visitor experiences. Between 2005 and 2007 major progress was made through delivery of the new bus station and bus priority measures within the city centre. These measures meant that buses from the north no longer had to make a major diversion around the city's one-way system. Delivery since 2008 has focussed on consolidating these major improvements; overcoming air quality problems; improving travel information and ticketing, and continuing to improve the city's environment for people on foot or bicycle.
- 4.7. During 2008/9 the first Low Emission Zone outside of London was launched in Castle Meadow to overcome air quality problems. A number of measures were required including exhaust emission standards, requiring stopped buses to switch off their engine, and Eco-Driving training. St Augustines Street, in the north of the city centre had also been declared an air quality management area, and was suffering from a number of derelict vacant buildings on the historic street. Major changes to the traffic flow were implemented, comprising the St Augustines Gyratory. Monitoring has shown increased economic activity and modest improvements to air quality along the street.
- 4.8. The accessibility of the city has been greatly enhanced for pedestrians and cyclists including through the provision of two new bridges over the river, one off Barrack Street near the law courts and one between Riverside and King Street near Dragon Hall. Both open up direct pedestrian and cycle routes into the city centre and are well used.

4.9. **Bus Rapid Transit and the bus network**

- 4.10. A major strand of the NATS Strategy and Implementation Plan is a bus-based public transport system linking major facilities (such as employment centres or the university) with existing residential areas or planned growth areas. This incorporates up to six Bus Rapid Transit routes, with other well-used routes that link major services and facilities being identified as Core Bus Routes.
- 4.11. Since 2008 staged implementation of Bus Rapid Transit has started, beginning with its roll-out on the Dereham Road corridor. Bus stops have been upgraded and bus priority introduced. BRT will ultimately extend to the strategic employment / retail location at Longwater; see Section 5. On Newmarket Road, the length of bus priority has been extended, and the inbound bus way is now operational for the full 24 hours.
- 4.12. There has also been a focus on bringing bus stops across the city up to a suitable accessible standard, comprising raised kerbs and bus stop clearway markings. Further major improvements will be made through the Better Bus project, dealt with in Section 5 Looking Ahead.
- 4.13. The County Council has continued to operate Park and Ride and has introduced several new initiatives to further promote and encourage its use including Tweet and Ride and marketing of Park and Ride to those within 5km. These are dealt with in Section 4.24 Smarter Choices.

4.14. **Cycling and Walking**

- 4.15. Cycling and walking provision has been a major focus of delivery for the County Council. Within the Norwich area delivery has been targeted at safer and healthier links between schools and nearby residential areas, joining up the networks within the city and providing necessary facilities such as road crossings or footways (pavements). This latter delivery is targeted on the villages and towns outside the urban area to link services and facilities by foot.
- 4.16. **Cycling**
Partners across the city, including the County Council, Norwich City, Broadland and South Norfolk Councils, and cycling groups agreed a cycle network linking major locations such as the city centre and University. An innovative cycle map printed on untearable, water-proof paper was launched showing the network.
- 4.17. Infrastructure delivery is now focussed on this network and has included the city centre to airport route, where contra-flow facilities were provided on Duke Street to allow cyclists to travel into the city against the general flow of traffic. A major part of the hospital to city centre to Heartsease pink pedalway was delivered across Mousehold Heath, including traffic calming and better crossing facilities on Gurney Road.
- 4.18. Elsewhere, delivery has included making the general road environment safer and more convenient for cyclists through advanced stop-lines at traffic-signal-controlled junctions, improved cycle route facilities and cycle parking. Many of the road crossings and Safer and Healthier Journeys to School initiatives delivered (see below) include facilities for cyclists. A cycle hire facility was launched in 2013 at Norwich Station by the train operator.

4.19. **Walking**

Since 2008, 20 road-crossing schemes, 17 walking schemes (eg lengths of new pavements), and 32 Safer and Healthier Journeys to School initiatives have been delivered. This last heading covers a variety of different types of schemes to make it easier for children to travel sustainably to school including new crossings, new pavements or traffic management schemes. These schemes had been identified by school communities and included in their school travel plans.

The schemes have been delivered right across the Norwich area including within the city centre, the built-up area and in the surrounding towns and villages.

4.20. **Rail**

4.21. Rail services are not provided by the local authorities. Train services are provided by private companies on a franchise basis with the companies providing at least the minimum level of service specified by government. Infrastructure like the tracks is maintained and improved by Network Rail. The County Council works in partnership with the rail industry, government, community rail partnerships and others to secure and deliver improvements.

4.22. Since 2008, the County Council and rail industry has delivered the following major measures:

- Wifi on Norwich to London trains
- Measures to reduce carbon usage on the Bittern Line
- Public transport interchange improvements in Norwich and Wymondham including a 100 space car park, and pedestrian and cycle improvements
- Electronic signage and public address systems at Wymondham and Attleborough
- Train services have become more reliable and punctual
- Longer Norwich to Cambridge trains to cope with increasing numbers of passengers
- Ticket sale machines, cycle hire and ticket barriers at Norwich station
- Norwich to Cambridge line resigalled
- Replacement of the overhead line equipment on the Norwich to London line.

4.23. Community Rail Norfolk, which oversees the work of the Community Rail Partnerships on the Bittern and Wherry Lines, has been set up. The County Council is represented on the board and continues to provide funding for specific projects including printed and electronic information (eg a line guide).

4.24. **Smarter Choices**

4.25. Smarter Choices describes activities that help and support people in their travel, with a particular emphasis on walking, cycling and public transport. The County Council is supportive of such measures and carries out the activities itself, or provides funding or works in partnership with others on their delivery. Because these measures are funded from revenue rather than capital budgets they are not included in the schemes listed in Appendix 1.

4.26. These activities are described elsewhere and include:

- Bike map

- A printed guide to the two community rail lines
- Park and Ride promotions
- Travel Plans for residential and business developments
- Road Safety campaigns and initiatives
- Printed and electronic travel information
- Support of Norfolk Car Club with new cars being added in Norwich.

4.27. **The Highway Network**

- 4.28. The major road network is important to ensure the continued economic vitality of Norwich and the wider area. Our priority is to improve the trunk road links into the city and manage the effective operation of the local road network.
- 4.29. Because the County Council is not responsible for trunk roads we work with government and the Highways Agency to secure and deliver improvements. We raised the profile of the A11 and influenced government's 2010 decision to complete the dualling; now underway and due to be completed by the end of 2014. Our focus is turning to the A47 where we have raised the road's profile with government, presenting a Business Case setting out the economic benefits from focussed improvement schemes.
- 4.30. Major improvement works have been undertaken on the ring roads. On Norwich Inner Ring Road we have remodelled the existing junctions at Barrack Street and Whitefriars roundabout to increase capacity, reduce congestion and improve the punctuality of bus services, together with measures to enhance safety for pedestrians and cyclists. On the outer ring road, junction improvements have been carried out at Mile Cross Lane / Catton Grove Road.
- 4.31. A raft of other measures have been completed, often in association with development, including a mini roundabout at Taverham, road widening and junction improvements on the A1074 at Costessey, junction capacity improvements at the Newmarket Road / Eaton Road junction, and junction upgrades to traffic signals, A140 Ipswich Road / B1113, Keswick.
- #### 4.32. **The Northern Distributor Road and Postwick Hub**
- 4.33. The NDR is a key element of the NATS Implementation Plan, allowing delivery of the full range of NATS measures.
- 4.34. Government confirmed in December 2011 that it was providing £86.5m towards the cost of the NDR and Postwick Hub junction. In April 2012 the County Council agreed to take it forward as a single, dual carriageway scheme as far as the A1067, agreeing in principle funding of up to £40m to underwrite the full costs of the NDR and its related measures.
- 4.35. The Postwick Hub has planning consent and a Public Inquiry for the Side Roads Order has recently concluded. In December 2012 the County Council agreed to seek permission for the NDR, including Postwick Hub, as a Nationally Significant Infrastructure Project (NSIP) under the terms of the Planning Act 2008. This approach is for projects which are of national significance due to their impacts on the national trunk road network. The NDR, including Postwick Hub, falls within this. In August 2013 the Secretary of State for Transport confirmed that in his view the NDR is nationally significant and directed that it should be treated as development for which development consent is required

following recent changes to legislation that would otherwise have seen the NDR fall outside the scope of the NSIP regime set out in the 2008 Act.

The main benefit of following the NSIP route is that it should see the planning process completed in time for a 2015 start of construction. The NSIP route for the NDR would also mitigate the risk of a failure of the Postwick Hub inquiry process by including Postwick Hub within the application. This approach respects the independence of the Postwick Hub inquiry process but keeps open the opportunity to pursue the Postwick scheme at an early opportunity to boost the local economy, which was always the objective.

5. Looking ahead

5.1. Introduction

5.2. There are a number of challenges that the transport system will face in the next few years. Norwich will continue to grow and needs to remain an attractive place given the planned large increases in housing and jobs. It will also need to keep pace with other cities as they develop and change in order to compete and retain its place as one of the UK's top retail and business centres. Transport has an important role in this. The momentum built up through ongoing NATS delivery over many years needs to be kept up. Our plans aim to make sure that the transport system is able to accommodate the city's growth and that the transport system does not become a blockage to business investment or have a negative impact on the cultural and social development of the Norwich area. Transport improvements aimed at delivering growth also serve and benefit existing communities.

5.3. This report updates the NATS Implementation Plan 2010 to the current position: summer 2013. This is not a new NATSIP. Instead it takes account of progress made since 2010 and sets out the proposed approach and phasing of future delivery. The exact detailed delivery programme may change as we continue to take advantage of opportunities (which might result in some schemes being delivered earlier than envisaged), or have to put back schemes for reasons including lack of available funding.

5.4. The agreed, two year capital programme for the NATS area is included in Appendix 2. This detailed programme will be rolled forward each year.

5.5. City Centre

5.6. Long-term overview

The city centre remains the key focal point for a wide range of activity not only for Greater Norwich, but also for a much wider area stretching across East Anglia. The JCS sets out that Norwich city centre will build on its importance for key economic sectors including financial and general insurance services, retailing and creative and media industries, and that it will continue to be a UK 'top-10' retail centre.

5.7. The NATS Implementation Plan envisaged some radical changes to the city centre's transport system. These are aimed to improve the environment of the city, making it easier for people to get about by all modes, and to ensure that the transport system can support delivery of the JCS and does not become a

constraining factor in Norwich's development.

The plans and anticipated phasing of delivery are shown below.

5.8. **1st phase** (being undertaken during the next two years using secured funding):

- Removing general traffic from St Stephens Street and bus-only on Surrey Street
- Two-way bus, and deliveries and access-only on Chapel Field North.

Although NATSIP had originally envisaged St Stephens Street and Chapel Field North would not be delivered until later in the plan period, there was an opportunity to secure government funding for early delivery of these two key schemes. Together, the two schemes will make a huge step-change in the core retail area, removing barriers to pedestrians caused by through car traffic.

5.9. **2nd phase**

- Closure (pedestrianisation) of Westlegate
- Golden Ball Street and Farmers Avenue two-way for general traffic
- Removal of traffic from Gaol Hill and Exchange Street.

These schemes are not currently programmed but can be undertaken prior to delivery of the Northern Distributor Road. Westlegate pedestrianisation has been a long-standing ambition of many businesses within the city centre, particularly major retail stores who see removal of traffic as vital to reinvigorate the street and create a joined-up modern shopping thoroughfare linking John Lewis with the department stores on Rampant Horse Street, Chapelfield shopping centre and the market place. If this is done, Golden Ball Street and Farmers Avenue will need to be made two-way to allow access to Castle Mall car park.

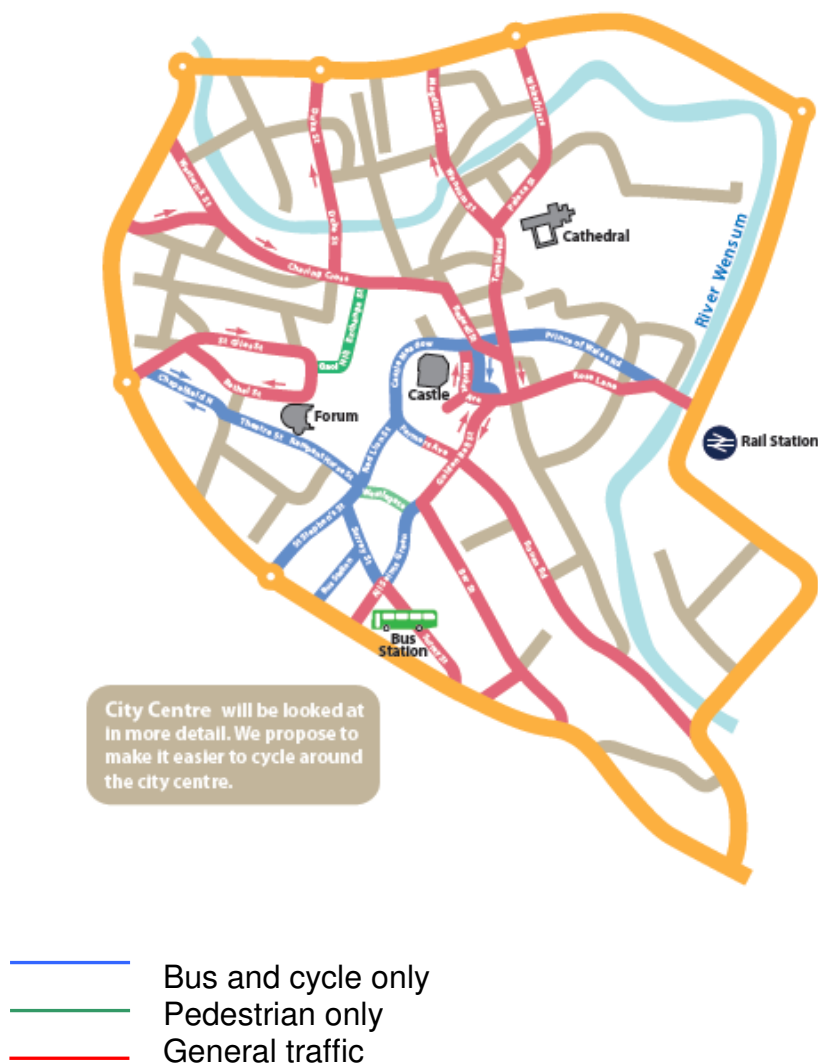
Improving the shopping environment by removing traffic from Gaol Hill and Exchange Street depends on support from the affected interests in that part of the city. Further work to understand the traffic implications of closing these roads will also be needed.

5.10. **Last phase**

- Buses only in both directions along Prince of Wales Road
- Rose Lane two way for general traffic
- Market Avenue: southbound for buses only; northbound for all traffic
- Agricultural Hall Plain two-way for buses only
- Tombland public realm improvements to reduce traffic dominance.

These schemes complete the major changes in traffic movement envisaged as part of the NATS Implementation Plan. They complete the bus-only route between the train station and bus station and significantly restrict general traffic making through city centre movements. Because they will mean longer distance traffic going through the city centre will have to reroute, they cannot be completed until after completion of the NDR. The NDR takes traffic off existing routes, freeing up capacity to allow re-routing away from the city centre.

5.11. Figure 5.1: City Centre Proposals



5.12. Proposals for buses

For buses, we plan new routes to spread movements away from congested roads and create more room for buses to stop. These new routes – described above – will be more direct and help buses avoid congested parts of the inner ring road. Two way bus movements on Chapel Field North (complemented by a new bus lane along Grapes Hill) will allow buses a direct route into the heart of Norwich from the west and south– avoiding the busy Chapel Field Road section of ring road – and cut the numbers of car movements on Theatre Street and Rampant Horse Street. These roads are in the core retail area and currently the amount of traffic on them makes it difficult for people to get between the historic market place and lanes area to the modern Chapelfield and St Stephens Street shopping areas.

5.13. Proposals for pedestrian and cyclists

Within the city centre most trips are made on foot and it is important that people can get about easily. We need also to ensure that the transport system does not dominate the city's heritage assets.

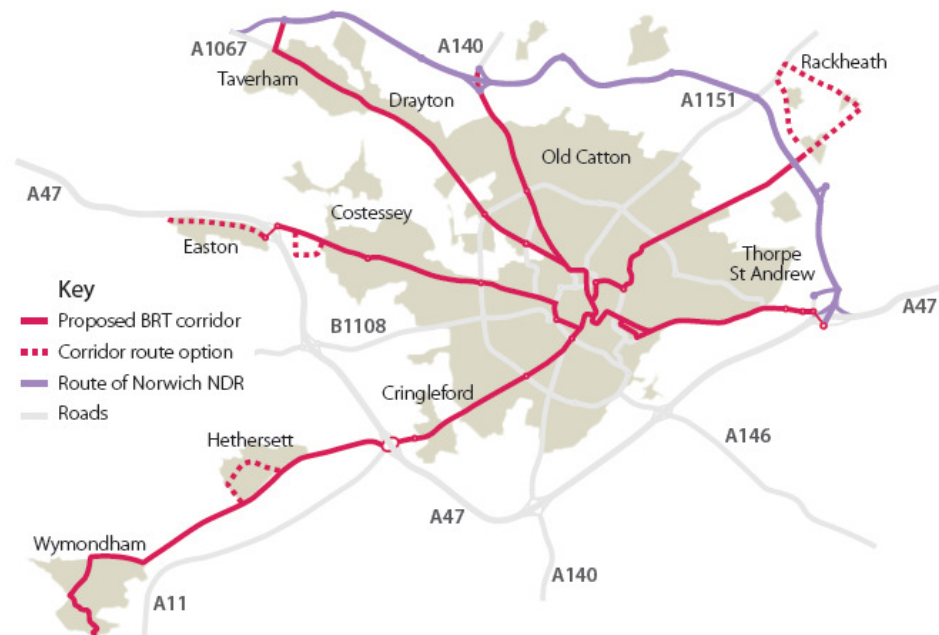
Our plan is to reduce traffic on streets used mostly by people on foot keeping

traffic volumes and speeds low. Traffic that needs to use the city centre will be able to do so, but will be rerouted away from streets most used by pedestrians.

- 5.14. One way systems and pedestrianisation in the centre can make it difficult for cyclists to move around the city. Our plan is to create cycling routes across the centre of town. We want to allow cyclists to use some one-way streets in both directions and change the restrictions on pedestrianised streets to allow bikes to use them at certain times. This will be outside the busy main part of the day when they are well used by people on foot.
- 5.15. **Proposals for general traffic and delivery vehicles**
It is vital to ensure that drivers making deliveries or on business can get to premises, and that cars can get to city centre car parks. The major changes to the street patterns will ensure that these key functions can continue.
- 5.16. **Delivery over the next two years (April 2013-15)**
- As part of our Better Bus Area project, work is on-going to deliver the Chapel Field North and St Stephens Street / Surrey Street measures
 - Continuing to implement bus stop improvements with new stops and additional electronic information
 - Review and amend the restrictions on pedestrianised streets to harmonise time-periods and allow cycling when loading is allowed.
- 5.17. **Delivery post 2015**
- See benefits of reduced traffic in the city centre as a result of the Northern Distributor Road opening
 - Improve the shopping environment by removing general traffic from Exchange Street and Gaol Hill
 - Consolidate car parking by closing some of the smaller car parks located in the middle of the city centre and replacing them with parking on the edge
 - Improve traffic and bus circulation by making Prince of Wales Road two-way for buses only, and Rose Lane two-way for general traffic.
- 5.18. **Bus Rapid Transit and the bus network**
- 5.19. **Bus Rapid Transit**
Bus Rapid Transit (BRT) aims to deliver a step change in the speed and quality of public transport services linking major existing and growing residential locations with the city centre and strategic employment areas. BRT routes will incorporate the practicable maximum of bus priority, although this will be limited by the historic narrow streets and a road network that has evolved over time. BRT will include high quality branded stops and vehicles and frequent services on a 'turn up and go' basis. At the end of the routes BRT services are likely to fan-out and serve different destinations and routes.
- We are negotiating a voluntary quality bus partnership – a Bus Charter – with the main operators who provide the vast majority of services. This will mean that all passengers will be able to benefit from a clear commitment to deliver an agreed highest quality of service.
- 5.20. Up to six BRT routes are planned. These are, in the general order of their delivery:
- Dereham Road
 - Newmarket Road

- Yarmouth Road / Thorpe Road
 - Salhouse Road / Gurney Road
 - Cromer Road / Aylsham Road
 - Drayton Road.
- 5.21. The timing of works will depend on a number of factors: passenger demand from existing or new markets (eg housing growth areas); the availability of funding; and the ability to deliver the appropriate bus priority measures, most notably affected by delivery of the NDR. In order to support sustainable development it will be important to try to bring forward enhanced public transport provision to support early phases of growth.
- 5.22. BRT is being rolled-out first on Dereham Road where good progress has already been made. Implementation of further sections will be brought forward in conjunction with the proposed major housing growth (circa 1,000 houses) at Easton, also completing the BRT link to the Longwater employment area, the Showground and a proposed food hub.
- 5.23. On the Newmarket Road corridor, major growth has been identified in Cringleford, Hethersett and Wymondham, and further afield at Attleborough and Thetford. Significant employment sites are also located along, or adjacent to, this corridor including the Hethel Engineering Centre, Lotus, and the Norwich Research Park/UEA/Hospital cluster. Sites for this growth are being identified and beginning to come forward with a number of planning permissions in place. A placemaking exercise has been completed identifying the major requirements for BRT. Within the built up area the bus priority measures are largely complete.
- 5.24. The full benefits of BRT on the Yarmouth, Salhouse, Cromer and Drayton Road corridors can only be realised after NDR opening. The necessary levels of physical bus priority can be provided only once levels of general traffic are reduced following the opening of the NDR. Timing of delivery will depend to a large extent on when growth proposals are identified and brought forward. The most advanced growth proposals are at North Sprowston and Old Catton and will require investment in the core bus routes on Wroxham and North Walsham Roads.
- 5.25. The roll-out of high quality public transport improvements will be kept under review bearing in mind – in particular – the passenger market. The exact nature, timing and type of improvement may need to evolve taking such factors into account.

5.26. **Figure 5.2: Bus rapid transit routes**



5.27. **Core Bus Routes**

Improvements on other, non-BRT corridors will focus on smaller-scale works to alleviate congestion and focus particularly on junctions where buses can be given additional priority through traffic signals and by using short lengths of bus lane. Improvements to bus stops and information provision will be provided.

5.28. **Park and Ride**

A complete network of Park and Ride sites around Norwich already exists and these currently have spare capacity to accommodate future growth. A planned doubling in size of the site at Postwick will follow the construction of the Postwick Hub junction improvement from 2015. A future additional site at Trowse will be kept under consideration for possible delivery as and when it can be demonstrated that there will be sufficient demand. The option of other additional sites – eg at Drayton – has been considered previously and rejected. Smart electronic ticketing will be introduced from autumn 2013 and highway signing on the approach roads to the city will be installed late 2013/ early 2014.

5.29. **Other measures**

We were successful in our bid for funding under Better Bus Areas. Worth £2.9m in total, it allows fast tracking of a range of NATSIP schemes, bringing benefits to bus users, cyclists, pedestrians, coach, taxi and car users. The funding will allow improved ticketing, information and signage, new infrastructure and changes to traffic management in the city to assist public transport.

The main infrastructure measures include removing general traffic from St Stephens Street, a new up-hill bus lane on Grapes Hill, improved interchange between bus and rail at Norwich rail station, bus shelter enhancements, bus stop upgrades along all key transport corridors, new electronic signage at transport interchanges, smart ticketing on Park and Ride, and a review of traffic signalled controlled junctions and upgrade to traffic light priority for buses.

This will be supported by a range of other measures including a smarter choices campaign and improved information and ticketing.

- 5.30. Smart card ticketing will be introduced on all buses as part of a three-year pilot, as a precursor to a national roll out. This £2.5 million pilot has been funded by government as part of their commitment to ensure all buses in England are smart enabled.
- 5.31. **Delivery over the next two years (April 2013-15)**
- New up-hill bus lane on Grapes Hill, removal of general traffic from St Stephens Street and two-way bus operation on Chapelfield North
 - Start of implementation of BRT on Newmarket Road
 - Smart card ticketing introduced across the network
 - Upgrade bus stops and travel information
 - Upgrade of interchanges at the bus station, UEA and hospital.
- 5.32. **Delivery post 2015**
- Work with partners on developing BRT transit between the city centre and areas of new and existing housing
 - Upgrade core bus routes
 - Upgrade interchanges.
- 5.33. **Cycling and Walking**
- 5.34. Our focus will be to continue to join-up the facilities on the identified cycle network, improve walking and cycling links that connect major facilities (especially to schools) and implement schemes at casualty hotspots.
- 5.35. **Cycling**
- Across the whole of Norwich we will look to build-in features that make cycling easier. This could include advanced cycle stop lines at traffic lights or allowing cyclists to legally make manoeuvres not allowed for other vehicles such as banned turns at junctions or being able to cycle both ways on one-way streets. A particular focus will be to deliver the seven pedalways identified in the cycle network plan over the coming 10-15 years.
- 5.36. Norwich City, Broadland District, South Norfolk and the County Council made a successful bid for Cycle City Ambition Grant. The bid's focus is on the south-west quadrant and linking this to new growth areas in the north east quadrant and Broadland Business Park. In the south west there are major hubs including the Norwich Research Park, the University of East Anglia and Norfolk and Norwich University Hospital, and planned growth at Hethersett, Wymondham and Cringleford. Infrastructure measures will be supported by campaigns, marketing and publicity to encourage and support cycling. Delivery will start this year and by September 2015 the pink pedalway should be complete.
- 5.37. We were also successful with our bid to improve locations with a number of cycle casualties. Schemes will be implemented during 2013/14.
- 5.38. **Walking**
- For pedestrians, we will continue to put in zebra, traffic lights, or central island road crossings and make conditions better for people on foot. Our priorities will be on measures where there is strong public need and at sites with a history of road traffic casualties. There are opportunities to deliver public realm

improvements in areas such as Tombland, as part of delivering the city centre proposals. Phasing of schemes will be dependent on funding and delivery of complementary works.

5.39. Delivery over the next two years (April 2013-15)

- Various cycle route improvements including cycle signing on orange route, Palace Street cycle lane, Thorpe Road, Wymondham Harts farm cycle link
- Henstead Road Hethersett footway links to development
- Various road crossings including Bluebell Road by North Park Avenue and Hall Road south of Queens Road
- Implement the Cycle Ambition project including the eight mile route from the south west (including NRP/Hospital/UEA cluster) via the city centre to Rackheath, a 20mph zone across the city centre and simplification and clarification of the rules governing cycling in the city centre.

5.40. Delivery post 2015

- Continue to develop and implement the cycle routes from the city centre to major destinations, and make cycling easier and safer by continuing to put in measures like advanced stop-lines at traffic lights. Our proposed programme for the cycle network is in the following route order: Blue, Green, Yellow, Red, Orange then Purple Routes. We would not stick rigidly to this sequence if development activity presented an opportunity to accelerate the creation or upgrading of parts of the network.
- Implement public realm improvements as funding allows.

5.41. Rail

5.42. Our main focus is on promoting and securing the improvement of strategic connections and upgrades to the commuter services into Norwich. We will continue to work with the rail industry and contribute to, or fund, smaller projects on the rail network where funding allows. We also remain committed to the Community Rail Partnerships in the county.

5.43. Our current focus is to influence the major decisions being taken about renewal of the franchises for train services, and agreement about the 2014-19 capital spending programme for Network Rail. The priorities are:

- Faster journey times, more capacity and better quality travel experience Norwich-London
- Completely refurbished, or new, trains on other routes
- ½ hourly frequencies between Norwich and Cambridge, with an extension of the service to Stansted Airport and – perhaps in the medium to longer term – ½ hourly frequencies between Norwich and Sheringham
- Improvements at stations: priorities include accessibility improvements at Wymondham to ensure all passengers can get to both platforms

5.44. Government and the rail industry have not yet made decisions about their spending programmes either in the short or longer terms. The following is our best estimate of what might be delivered during the relevant periods.

5.45. Delivery over the next two years (April 2013-15)

- Commitment secured for rolling stock on the Norwich to London line (preferably for new stock)
- Improvements to stations and station facilities

- Completion of the renewal to the overhead line equipment on the Norwich to London line, improving train service reliability
 - Feasibility study into new stations at Broadland Business Park and Postwick.
- 5.46. **Delivery post 2015**
- Bow Junction scheme to provide additional track infrastructure to allow additional trains to serve London Liverpool Street on the Great Eastern Mainline, to be delivered during 2014-19 spending programme
 - Feasibility into further additional track infrastructure (suggested as a fourth line in the Chelmsford area) to allow additional trains to serve Liverpool Street. Feasibility undertaken to allow delivery in the 2019-24 period
 - Delivery of linespeed improvements on Norwich to London line to allow faster train journeys
 - Service improvements including half hourly frequency of Norwich to Cambridge trains
 - Investigations into the feasibility of – in the longer term – new passenger services between Dereham and Wymondham.
- 5.47. **Smarter Choices**
- 5.48. Smarter Travel Choices play an important role in supporting modal shift from car to more sustainable modes and delivery will be further rolled out as part of the NATS Implementation Plan, subject to funding. Successful funding bids such as Better Bus Area and partnership working gives confidence about ongoing delivery, based around the themes of helping employees get to work, sustainable transport and casualty reduction.
- 5.49. Highlights of future delivery include the Better Bus Area initiative that will see employees at businesses and business parks able to access live travel information from their desktops. Also, employees and residential developments will benefit from personalised travel planning, and a business travel 'tool kit' is being developed to provide businesses with comprehensive travel information.
- 5.50. **Delivery over the next two years (April 2013-15)**
- Live travel information on employees' desktops at key businesses.
 - Personalised journey planning for residential and business developments
 - Continued implementation of travel plans at new developments
 - Roll-out of a business travel 'tool kit' as part of Better Bus Area
 - Road safety education and training.
- 5.51. **Delivery post 2015**
- Continue travel planning work
 - Continue a range of smarter choice delivery based around NATSIP capital programme delivery
 - Continue road safety education and training
- 5.52. **The Highway Network**
- 5.53. NATSIP aims to ensure that the road system is as efficient and effective as it can be and can cope with the added traffic from housing and jobs growth. We are doing this through a number of means, not least by working with partners such as the Greater Norwich Development Partnership where infrastructure

constraints holding back housing and jobs growth have been identified. We are working on how to overcome these, making sure that future plans look at issues holistically and plan the transport network to help deliver the wider growth plans. Much of our focus over the next two years will be continuing to work through infrastructure constraints to bring economic benefits to the Norwich area, focussed around the major road network in areas of larger-scale growth.

- 5.54. The Norwich Northern Distributor Road is a key part of our plans. More detail on this road is included in the following section.
- 5.55. The A47 is a priority. We are undertaking our own Route Based Strategy through our work with the A47 Alliance alongside work being done by the Highways Agency. Findings from the strategies will directly influence future government trunk-road spending programmes.
- 5.56. We are developing details of the required enhancements at locations where we already know that development is being held back by A47 constraints, working particularly at Thickthorn and Longwater / Easton junctions.
- 5.57. Work will continue to bring forward a Long Stratton bypass. Timing of delivery will be dependent on when the planned 1,800 houses come forward, and on securing the necessary funding, made up from the development in the village and the remainder from other pots.
- 5.58. The County Council will also continue to work on infrastructure requirements for the growth triangle, see below on the NDR.
- 5.59. Network management will continue to be important. We will carry out enforcement of waiting restrictions, tackle sites with patterns of road casualties, and maintain the network's efficiency by targeting measures at sites where there is persistent chronic congestion, particularly to overcome delays to buses.
- 5.60. **The Northern Distributor Road and Postwick Hub**
This road is key to delivering NATSIP. It will provide the key to unlocking many parts of our other plans, providing better transport links to a large area of north Norfolk including improving connection from the airport to the trunk road / European network (TEN-T) and connection to / from the Great Yarmouth Enterprise Zone which supports the offshore energy industry and supply chain, removing traffic from unsuitable roads in and around the north of Norwich, and providing essential links to new and existing housing and businesses including the airport. Without the NDR, we will not be able to carry out all of the NATSIP measures described.
- 5.61. Subject to a successful outcome from the Postwick Hub inquiry and a timely decision by the Secretary of State, construction on the Hub could start in spring 2014. Work on the NDR itself is programmed for a start in spring 2015, and opening in spring 2017, subject to the statutory process, see section 4.35.
- 5.62. **Delivery over the next two years (April 2013-15)**
 - A47 Southern Bypass / Longwater junction short term improvement works
 - Start of construction of Postwick Hub
- 5.63. **Delivery post 2015**
 - Norwich Northern Distributor Road
 - Major junction enhancements on A47 at Thickthorn and Longwater

- Long Stratton bypass
- Developer link-road in north east growth triangle.

Figure 5.3: NATSIP Phasing

		NDR open to traffic															
		2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24	2024/ 25	2025/ 26
Bus Rapid Transit (BRT)																	
	Dereham Road																
	Newmarket Road																
	Rackheath																
	Other BRT routes																
Bus Schemes																	
	Upgrade core bus routes																
	Upgrade interchanges																
	New bus services linking residential and employment areas																
	Further develop multi-operator and multi-modal ticketing																
	Feasibility and delivery of off-bus ticketing																
	Review and introduce additional P&R services																
NDR																	
	Main scheme																
	Associated works on surrounding roads to 'lock-in' benefits																
	Postwick Hub and expand Postwick P&R																
Other Highway																	
	Southern Bypass junctions																
	Completion of local development link road (Broadland)																
	Norwich Research Park (NRP) transport infrastructure																
	Long Stratton Bypass																
City Centre Works																	
	St Augustines Gyratory / Anglia Square																
	Pedestrianisation schemes																
	Bus-only roads (eg. St Stephens Street, Prince of Wales Road)																
	Public realm works																
	Consolidation of car parks																

										NDR open to traffic							
		2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20	2020/ 21	2021/ 22	2022/ 23	2023/ 24	2024/ 25	2025/ 26
Safety																	
	20mph works in residential areas - Costessey																
	20mph works in residential areas - general																
Traffic Management																	
	Traffic light priority and enhancement to traffic signals																
	Variable messaging signing to aid driver and passenger information																
Rail																	
	Award of new East Anglia franchise																
	Rail service enhancements																
	Possible new station construction																
Cycling																	
	Develop extended cycle map with user groups																
	Additional cycle storage facilities																
	Implement contra-flow cycle lanes																
	Feasibility and delivery of a core cycle network																
	Increased cycle priority at junctions																
	Potential cycle hire scheme																
Walking																	
	New pedestrian crossings and refuges																
	Increased pedestrian priority at junctions																
Smarter Travel Choices																	
	Develop journey planning tools																
	Campaigns to raise awareness of sustainable modes																
	Development of green travel plans with businesses																
Freight																	
	Review access restrictions in the city centre																
	Work with partners to promote freight consolidation																

6. Monitoring

6.1. Air Quality

6.2. National guidance requires locations which have air quality problems to be working towards air quality objectives as a result of interventions. Overall this is yet to be achieved, but improvements have been made.

6.3. Results for the first full year in St Augustines Street with the gyratory system in operation (2011) showed that the air quality improved considerably, although there was a slight increase in 2012.

6.4. **Figure 6.1: Annual Mean Concentrations at 50 St Augustine's Street ($\mu\text{g}/\text{m}^3$)**

Year	2006	2007	2008	2009	2010	2011	2012
Concentration	50	52.1	50.9	56.2	55.0	47.5	51.6

6.5. Grapes Hill monitoring has shown continued compliance with the objectives.

6.6. Monitoring has commenced on Chapelfield North.

6.7. Unfortunately, Castle Meadow shows a continuing exceedance of the annual NO₂ average. It has remained at approximately the same level for 2010/11/12 despite interventions.

6.8. Norwich Central has been declared as an AQMA to incorporate all of the existing AQMAs back in November. An updated action plan from this declaration will follow.

6.9. Ring Road Cordon Information

6.10. The number of vehicles crossing the outer ring road has fallen by 6.2% since 2007. Over the same period the number of vehicles crossing the inner ring road has fallen by 7.6%.

6.11. Travel to Work Data - Census

6.12. The headline facts for working Norwich residents aged 16-74:

- Almost 1 in 4 walks to work (23.8% up from 22.7% in 2001). This is the third highest proportion for any council area in England and Wales (behind the City of London and the Isles of Scilly)
- 9% cycle to work (the 8th highest nationally and up from 8.8% in 2001)
- 1 person in 3 either walks or cycles to work; the 5th highest nationally (behind the City of London, Isles of Scilly, Cambridge and Oxford)
- More people travelled to work by car in 2011 than they did in 2001 (50% in 2001 compared with 51.3% in 2011)
- Working at home decreased from 6.7% in 2001 to 4.1% in 2011
- Bus usage was down (from 8.4% to 8.1%)
- Train usage was up (from 0.9% to 1.3%)
- Fewer people travelled to work by motorcycle or moped (down from 1.5% in

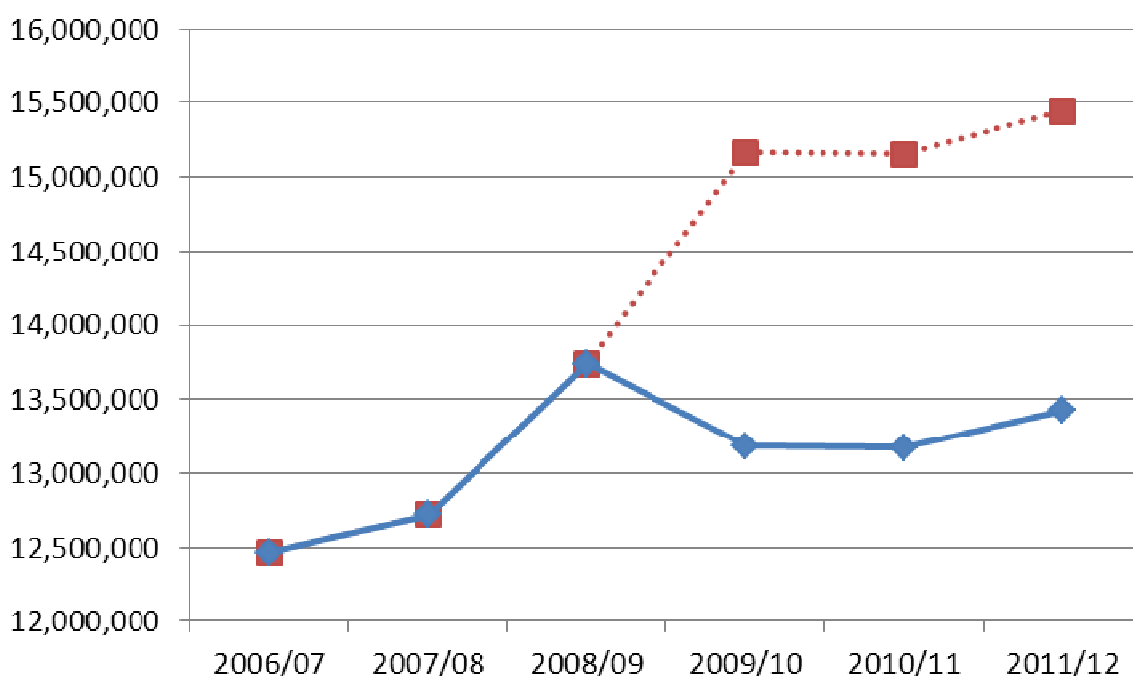
2001 to 1.1% in 2011).

- 6.13. Results from both Broadland and South Norfolk are unsurprisingly somewhat different:
- Around 1 in 10 people walk or cycle to work (10.3% Broadland, 10.0% South Norfolk)
 - Three quarters (75%) travel to work by car/van (70% as drivers, 5% as passengers).

6.14. **Bus patronage data**

- 6.15. Bus patronage has risen steadily since 2006/07. Figures do not include park and ride sites.

- 6.16. **Figure 6.2: Bus patronage data**
(Blue line actual – excludes one operator from 2008/09 while red line shows estimated figure assuming 15% market share for missing operator)



6.17. **GNDP Annual Monitoring Report**

- 6.18. The Annual Monitoring Report (AMR) provides a useful indication of how the GNDP area is performing against the objectives set out in the Joint Core Strategy. The AMR can be found at:

<http://www.gndp.org.uk/our-work/joint-core-strategy/monitoring/>

6.19. **LTP3 SEA Monitoring Report**

- 6.20. The third Local Transport Plan's Strategic Environmental Assessment Monitoring Report also contains indicators relating to transport improvements in the County. The latest report can be found at:
www.norfolk.gov.uk/view/NCC122268

Appendix 1

Schemes delivered in the NATS area since 2008

Delivery 2008-09

District	Location/Description	Scheme Type	Completion Date
Road Crossing			
Norwich	Norwich - Bowthorpe Road (by Cadge Road) S106 Funded - Zebra Crossing	Other Unsignalled Crossing	May-08
Norwich	Valley Drive New Pedestrian refuge	Other Unsignalled Crossing	May-08
South Norfolk	Wymondham - Norwich Road - Toucan Crossing	Toucan or Puffin Crossing	Jun-08
Broadland	Hellesdon C261 Reepham Road (Middletons Lane) Puffin Crossing	Toucan or Puffin Crossing	Sep-08
Norwich	Norwich - Albion Way Pedestrian Crossing Improvements - Refuge	Other Unsignalled Crossing	Nov-08
Norwich	Aylsham Road - Drayton Road to Press Lane - Pedestrian Refuges	Other Unsignalled Crossing	Feb-09
Broadland	Drayton - Fakenham Road A1067 Pedestrian Refuge	Toucan or Puffin Crossing	Feb-09
Walking Schemes			
Norwich	King Street - Cattlemarket Street Pedestrian Link	Other Walking Schemes	Jun-08
Norwich	Norwich - Exchange Street - Footway Widening (The lanes Spatial Metro Project)	New or Improved Footways	Jun-08
Norwich	Norwich - St Benedicts Experimental Part-time Pedestrianisation (Spatial Strategy)	Pedestrianisation	Jul-08
Norwich	Norwich - Spatial Strategy - St Georges	Other Walking Schemes	Oct-08
Broadland	Drayton - Costessey Lane (Brookland Nursing Home to Birbeck	New or Improved Footways	Oct-08
South Norfolk	Wymondham - Library Back Lane Walking and Cycling Improvements	New or Improved Footways	Oct-08
Norwich	Norwich - Little Bethel Street	Other Walking Schemes	Feb-09
Local Road Schemes			
Norwich	Norwich - Mile Cross Lane / Catton Grove Road ORR junction improvements	New Junction or Junction Improvements	Jun-08
South Norfolk	Stoke Holy Cross - A140 / C192 - Minor Widening at Junction	New Junction or Junction Improvements	Jul-08
Broadland	Taverham - Taverham Road/The Street/Sandy Lane Mini Roundabout	New Junction or Junction Improvements	Aug-08
Norwich	Norwich - Barrack Street - (S278) Access Improvements - Phase 1	New Junction or Junction Improvements	Nov-08

Norwich	Norwich - C850 Prince of Wales Road/C860 Rose Lane/Mountergate Traffic Signal Improvements	New Junction or Junction Improvements	Dec-08
South Norfolk	Swardeston - A140 Ipswich Road S278 - Dedicated Right Turn Lane	New Junction or Junction Improvements	Dec-08
South Norfolk	Tasburgh - A140 / Church Road - Junction Improvements	New Junction or Junction Improvements	Dec-08
Norwich	Norwich - Farmers Avenue/Castle Meadow Junction Signal Improvements	New Junction or Junction Improvements	Jan-09
Broadland	Gt & Lt Plumstead - Green Lane South (Section 106 funded) - Carriageway Widening Feasibility Study	Road Dualling or Widening	Feb-09
Norwich	City Centre Minor Works	Other Local Road Schemes	Mar-09
Safer and Healthier Journeys to School			
Countywide	Part-time Advisory School 20 (when lights show) Trial	Safe Routes to School	May-08
Norwich	Heartsease Estate - SHJ2S - Pedestrian Improvements	Safe Routes to School	Jul-08
Norwich	Tuckswood First School	Safe Routes to School	Sep-08
South Norfolk	Cringleford First & Middle School, Keswick Road / Safer & Healthier Journeys to School Traffic Management Improvements	Safe Routes to School	Oct-08
Norwich	Valley Primary School (Marlpit Estate) - Road Markings and associated TRO	Safe Routes to School	Nov-08
Norwich	Norwich - Angel Road Middle School - Pedestrian Improvements	Safe Routes to School	Nov-08
Norwich	Cavell First & Nursery School - SHJS - Access Improvements to Duckett Close	Safe Routes to School	Nov-08
Norwich	St Thomas Moore School (Jessop Road) - Verge Parking TRO & Management of school buses (signing and lining scheme, wooden bollards).	Safe Routes to School	Dec-08
Norwich	CNS (Eaton Road) - School Signs & Road Markings	Safe Routes to School	Dec-08
Norwich	Norwich - Mile Cross Primary School - SHJ2S A1024 Mile Cross Road/Kirkpatrick Road Crossing Improvements	Safe Routes to School	Feb-09
Norwich	Norwich - Lakenham Primary, Lionwood Primary, Mile Cross Primary & Bluebell Primary - School Zig-zag Markings	Safe Routes to School	Feb-09

Norwich	Norwich Area Independent Schools CIVITAS Project	Safe Routes to School	Mar-09
Norwich	Norwich - Thorpe Hamlet SHJ2S First / Middle School - Footpath through Lionwoods	Safe Routes to School	Mar-09
Local Safety Schemes			
Broadland	Aylsham to Norwich A140 Route Study LSS Lay-by Improvements and Lining & Signing	Other Local Safety Schemes	Jun-08
South Norfolk	South Norfolk A140 - Norwich to Scole Route Study LSS Lining and Signing	Other Local Safety Schemes	Jul-08
Norwich	Norwich - A147 Foundary Bridge / Riverside Road - Traffic Signal Modifications	Other Local Safety Schemes	Sep-08
Norwich	Norwich - Grapes Hill Roundabout - Visibility & Road Marking Improvements	Other Local Safety Schemes	Sep-08
Norwich	Riverside Road - Rosary Road to Foundary Bridge - Pedestrian Refuge & Lining Modifications	Other Local Safety Schemes	Sep-08
South Norfolk	Mulbarton B1113 Norwich Road - LSS Route Imps	Other Local Safety Schemes	Sep-08
Broadland	Rackheath - Sole & Heel Roundabout LSS - Surfacing, Signing & Lining	Other Local Safety Schemes	Dec-08
Broadland	Spixworth - Church Lane Bend	Other Local Safety Schemes	Mar-09
Broadland	Norwich to Smallburgh - A1151 - Local Safety Scheme Route Improvement to Lining and Signing	Other Local Safety Schemes	Mar-09
South Norfolk	Wymondham to Kimberley B1135 LSS Signing and Lining	Other Local Safety Schemes	Mar-09
South Norfolk	Trowse to Ditchingham - B1332 - Lining & Signing	Other Local Safety Schemes	Mar-09
Traffic Calming and Traffic Management			
Broadland	Taverham - NW Sector Traffic Calming / 20mph Speed Limit	Urban 20mph zones	May-08
Norwich	Queens Road (Hall Road)	Signalling/Signal Upgrade	Jul-08
Norwich	St Crispin's Road (Oak Street)	Signalling/Signal Upgrade	Jul-08
Norwich	Barrack Street (Bargate Court)	Signalling/Signal Upgrade	Jul-08
Norwich	Sweetbriar Road/Blackberry Court	Signalling/Signal Upgrade	Jul-08
Norwich	Cattle Market Street (Castle Mall)	Signalling/Signal Upgrade	Jul-08
Norwich	Castle Meadow Low Emission Zone (LEZ)	Clear Zones/Low Emission Zones	Jul-08
Norwich	Unthank Road (Gloucester Street)	Signalling/Signal	Aug-08

		Upgrade	
Norwich	Norwich - Rosary Road Area - Road Safety / Speed Management	Other Urban Traffic Calming	Sep-08
Norwich	Silver Road (Marlborough Road)	Signalling/Signal Upgrade	Oct-08
Norwich	Mile Cross Lane / Vulcan Road South	Signalling/Signal Upgrade	Oct-08
Norwich	Plumstead Road (Knox Road)	Signalling/Signal Upgrade	Oct-08
Norwich	Norwich - Farmers Avenue/Castle Meadow/Red Lion Street - Traffic Signal Operational Improvements	Other Traffic Management	Dec-08
Norwich	Oak Street (Jenkins Lane)	Signalling/Signal Upgrade	Dec-08
Norwich	Mount Pleasant Area - Road Safety/Speed Management	Other Traffic Management	Mar-09
Norwich	Bowthorpe Road - Farrow Road to Dereham Road - Road Safety / Speed Management	Other Traffic Management	Mar-09
Norwich	Future Waiting Restrictions (2008/09)	other traffic Management	Mar-09
Other			
Countywide	Travel Plans - Workplace Initiatives etc	Other Schemes	Mar-09
Bus Infrastructure			
Broadland	Thorpe Marriott Bus Stop Infrastructure Improvements	Improvements to Bus Stops	May-08
Countywide	Countywide Bus Stop Infrastructure Improvements (1)	Improvements to Bus Stops	Jun-08
Countywide	Traveline Journey Planning	other bus Infrastructure	Jun-08
Broadland	Sprowston Bus Stop Infrastructure Improvements	Improvements to Bus Stops	Jul-08
Broadland	Old Catton Bus Stop Infrastructure Improvements Service 16, 16A, 18A	Improvements to Bus Stops	Jul-08
Broadland	Spixworth Bus Stop Infrastructure Improvements	Improvements to Bus Stops	Jul-08
South Norfolk	Hethersett S278 Myrtle Road - Bus Stop Works	Improvements to Bus Stops	Jul-08
Countywide	Countywide Bus Stop Infrastructure Improvements (2)	Improvements to Bus Stops	Oct-08
Countywide	Countywide Bus Stop Infrastructure Improvements (3)	Improvements to Bus Stops	Oct-08
South Norfolk	Framingham Pigot to Loddon - A146 - Bus Stop Infrastructure Improvements	Improvements to Bus Stops	Oct-08
Countywide	Bus Infrastructure - Vehicle Improvements - Induction Loop Trial	other bus Infrastructure	Nov-08
Broadland	Postwick - Installation of new bus shelters at Broadland Business Park	other bus Infrastructure	Nov-08
Norwich	Norwich - Bus Infrastructure	Improvements to	Mar-09

	Improvements	Bus Stops	
Countywide	Installation of clearway markings at bus stops - North Area	Improvements to Bus Stops	Mar-09
Countywide	Installation of clearway markings at bus stops - South Area	Improvements to Bus Stops	Mar-09
Countywide	CO2 Reduction Measures - Alternative fuels / bus retrofit	Other Bus Infrastructure	Mar-09
Countywide	Countywide Bus Shelters	Improvements to Bus Stops	Mar-09
Countywide	Demand Responsive Transport - Door to Door Partnership Contributions	other bus Infrastructure	Mar-09
Norwich	Norwich Growth Point - Expressway Style Public Transport Infrastructure on B1108 and A1074	other bus Infrastructure	Mar-09
Countywide	Electronic Bus Service Registration	other bus Infrastructure	Mar-09
Bus Priority			
Norwich	Grapes Hill - Road Widening and New Left Turn Lane - Bus Improvements (Norwich Growth Point)	Bus Lanes	Mar-09
Public Transport Interchange			
Norwich	Norwich - Installation of Cityspace Vision Software	New Dynamic Info System at Interchanges	Nov-08
Norwich	Norwich - Ticket Vending Machine Software Updates	New Dynamic Info System at Interchanges	Mar-09
Norwich	Norwich - Ticket Vending Machines - Language Display Improvements	New Dynamic Info System at Interchanges	Mar-09
Countywide	Great Yarmouth, Holt and UEA Touchscreen Journey Planning Kiosk	New Dynamic Info System at Interchanges	Mar-09
Countywide	Countywide - Server to Server Data Link for real time passenger Information	New Dynamic Info System at Interchanges	Mar-09
Countywide	Countywide TOC Works	New Dynamic Info System at Interchanges	Mar-09
Cycling			
Norwich	Norwich - Chapelfield S106 Cycling Project - Chapelfield Cycle Route Improvements - Phase 2	Cycle Tracks	Sep-08
South Norfolk	Long Stratton - Town Centre - Cycle Parking	New Cycle Parking Facilities	Jan-09
South Norfolk	Thickthorn Park & Ride Cycle Parking Facilities	New Cycle Parking Facilities	Feb-09
Broadland	Sprowston Park & Ride Cycle Parking Facilities	New Cycle Parking Facilities	Feb-09

Norwich	Bowthorpe Cycle Facilities Upgrade Works	Cycle Tracks	Mar-09
South Norfolk	Wymondham London Road Shared Use Facility	Cycle Tracks	Mar-09
Park and Ride			
Broadland	Sprowston - Park & Ride - Drainage Improvements	Bus Related	Sep-08
South Norfolk	Norwich - Park & Ride Sites - Installation of Static Advertising Panels	Bus Related	Nov-08
South Norfolk	Costessey Park & Ride - Installation of CCTV	Bus Related	Mar-09

Delivery 2009-10

District	Location/Description	Scheme Type	Completion Date
Road Crossing			
Broadland	Taverham A1067 Fakenham Road (Kingswood Avenue) Toucan Crossing	Toucan or Puffin Crossing	Jun-09
Broadland	Thorpe End Plumstead Road Zebra Crossing Scheme	Other Unsignalled Crossing	Jun-09
Norwich	Norwich Barrett Street/Long John Hill Junction Pedestrian Crossing Facility	Other Unsignalled Crossing	Jul-09
Broadland	Sprowston C283 Salhouse Road (in the vicinity of Falcon Road East)	Toucan or Puffin Crossing	Aug-09
South Norfolk	Wymondham Zebra Imps	Other Unsignalled Crossing	Aug-09
Norwich	Norwich - Coleman Road Pedestrian Crossing Improvements	Toucan or Puffin Crossing	Sep-09
Norwich	Norwich - Unthank Road Pedestrian Crossing Improvements	Toucan or Puffin Crossing	Sep-09
Norwich	Norwich - Harvey Lane (nr Heartsease Rbt) - Lidl S278 - Puffin Crossing	Toucan or Puffin Crossing	Sep-09
Norwich	Norwich - Thorpe Rd/Harvey Lane	Other Unsignalled Crossing	Nov-09
Norwich	Norwich - Constitution Hill - Zebra Crossing	Other Unsignalled Crossing	Nov-09
Walking Schemes			

Broadland	Blofield - C441 Brundall Road	New or Improved Footways	Jun-09
Norwich	Norwich - Old Barge Yard / St Annes Wharf Pedestrian Cycle Bridge (EEDA / S106 funded)	Other Walking Schemes	Aug-09
Broadland	Sprowston - Footpath Improvements near Tesco (S106)	New or Improved Footways	Mar-10
Norwich	Norwich - Leopold Road Footway	New or Improved Footways	Mar-10
Local Road Schemes			
South Norfolk	Costessey A1074 Road Widening	Road Dualling or Widening	Apr-09
Broadland	Thorpe St Andrew - A1042 Yarmouth Road / Meridian Way Roundabout - Bus Gate Removal - Feasibility Study	New Junction or Junction Improvements	May-09
Norwich	City Centre Minor Works	Other Local Road Scheme	Mar-10
Safer and Healthier Journeys to School			
Norwich	Norwich - Bowthorpe - SHJ2S - St Michaels / Chapel Break School - Walking and Cycling route improvements	Safe Route to School	Jun-09
South Norfolk	Little Melton First School - S&HJ2S - Mill Road Footway	Safe Route to School	Jul-09
South Norfolk	Wymondham - Hewitts Lane (Robert Kett Junior School) SHJ2S Waiting Restrictions	Safe Route to School	Aug-09
South Norfolk	Costessey St Augustine School	Safe Route to School	Aug-09
Norwich	Norwich - Thorpe House School - Pedestrian Phase at Harvey Lane Signals	Safe Route to School	Nov-09
South Norfolk	Cringleford - Newmarket Road - Zebra Crossing Improvements	Safe Route to School	Feb-10
Norwich	Norwich - Salhouse Road/Heartsease Lane - SHJ2S - Shared Use Facility	Safe Route to School	Mar-10
Local Safety Schemes			
Broadland	Norwich to North Walsham B1150 LSS Signing and Lining	Other Safety Schemes	Jun-09
Broadland	Norwich to Holt B1149 LSS Route Imps	Other Safety Schemes	Jun-09
Broadland	Norwich to Smallburgh - A1151 - Local Safety Scheme Route Improvement to Lining and Signing	Other Safety Schemes	Jul-09
Norwich	Norwich - Dereham Road / Waterworks Road junction LSS	Other Safety Schemes	Jul-09

Norwich	Earlham Road - Park Lane to Heigham Road LSS alignment and lining	Other Safety Schemes	Jul-09
South Norfolk	B1172 Thickthorn Roundabout to A11 Besthorpe - LSS - Route Improvements to Signing & Lining	Other Safety Schemes	Aug-09
South Norfolk	Trowse to Ditchingham - B1332 - Lining & Signing	Other Safety Schemes	Sep-09
Broadland	Drayton - School Road LSS Improvements to Surfacing	Other Safety Schemes	Dec-09
Norwich	Norwich - Plumstead Road LSS - build-outs / carriageway narrowing	Other Safety Schemes	Jan-10
Traffic Calming and Traffic Management			
South Norfolk	HELLESDON DRAYTON HIGH ROAD / HELLESDON PARK ROAD	Signalling/Sig nal Upgrade	May-09
Norwich	Norwich - 20mph Speed Limit Pilot Project	Other Traffic Management	Jul-09
Broadland	Sprowston WROXHAM ROAD (RUSSELL AVENUE)	Signalling/Sig nal Upgrade	Jul-09
Broadland	Sprowston WROXHAM ROAD (COZENS HARDY ROAD)	Signalling/Sig nal Upgrade	Jul-09
Broadland	Wroxham Road (Merlin Avenue)	Signalling/Sig nal Upgrade	Jul-09
Norwich	Salhouse Road (Deloney Road)	Signalling/Sig nal Upgrade	Jul-09
Norwich	Barrett Road/Long John Hill	Signalling/Sig nal Upgrade	Jul-09
Norwich	Norwich - Silver Road Area - Road Safety / Speed Management	Other Urban Traffic Calming	Aug-09
Broadland	Taverham - Kingswood Avenue (Hinks Meadow) Traffic Calming	Other Urban Traffic Calming	Sep-09
Norwich	Mile End Road (Waldeck Road)	Signalling/Sig nal Upgrade	Sep-09
Norwich	Colman Road/Unthank Road	Signalling/Sig nal Upgrade	Nov-09
Norwich	Future Waiting Restrictions	Other Traffic Management	Mar-10
Norwich	Norwich - Ber Street / Thorn Lane / Brooke Place - Road Safety / Speed Management	Other Traffic Management	Mar-10
South Norfolk	Wymondham, Lime Tree Avenue	Other Urban Traffic Calming	Mar-10
Other			
Norwich	Norwich - Koblenz Avenue - Health & Safety Improvements	Other Schemes	Dec-09
Norwich	Norwich Car Club - Contribution	Other Schemes	Feb-10
Countywide	Travel Plans - Workplace Initiatives etc	Other	Mar-10

		Schemes	
Countywide	National Express Wi-fi Project - NCC contribution to Partnership scheme with EEDA/SCC/ECC/TOC	Other Schemes	Mar-10
Countywide	Bittern Line Carbon Neutral Stations Project (Partnership with One Railways & Network Rail who are providing £30k funding each)	Other Schemes	Mar-10
Bus Infrastructure			
Countywide	Countywide Bus Stop Infrastructure Improvements (3)	Improvements to Bus Stops	Apr-09
South Norfolk	South Area Clearway Markings	Improvements to Bus Stops	Jun-09
Countywide	Countywide - market towns installation of information kiosks	Other Bus Infrastructure	Aug-09
Norwich	Norwich Growth Point - Expressway Style Public Transport Infrastructure on B1108 and A1074	Improvements to Bus Stops	Nov-09
South Norfolk	Costessey Bus Stop Imps	Improvements to Bus Stops	Nov-09
Broadland	Countywide Bus Stop Infrastructure Improvements (North)	Improvements to Bus Stops	Jan-10
South Norfolk	Norwich to Attleborough Bus Stops	Improvements to Bus Stops	Jan-10
South Norfolk	South Area Bus Stops Infrastructure Improvements	Improvements to Bus Stops	Feb-10
Countywide	Installation of clearway markings at bus stops - Norwich	Improvements to Bus Stops	Mar-10
Countywide	CO2 Reduction Measures - Alternative fuels / bus retrofit	Improvements to Bus Stops	Mar-10
Countywide	Countywide Bus Shelters	Improvements to Bus Stops	Mar-10
Norwich	Norwich - Bus Infrastructure Improvements	Improvements to Bus Stops	Mar-10
Public Transport Interchange			
Norwich	Installation of Cityspace Vision Software	New Dynamic Info Systems at Interchanges	Aug-09
Norwich	Wymondham Railway station	Multi - Modal	Oct-09

		Interchange	
Countywide	Various Market Towns - Installation of Ticket Vending Machines in Bus Stations	New Dynamic Info Systems at Interchanges	Dec-09
Countywide	Countywide TOC Improvements		Feb-10
Cycling			
South Norfolk	Wymondham - Health Centre off London Road - DDBA S278	Cycle Tracks	Aug-09
South Norfolk	Wymondham - B1172 Norwich Road Shared Use Facility	Cycle Tracks	Oct-09
Norwich	Norwich City Centre Cycle Parking	New Cycle Parking Facilities	Mar-10
Norwich	Norwich - Bowthorpe, Toyle Road to Main Centre Cycle Link	Cycle Tracks	Mar-10
Park and Ride			
South Norfolk	Harford Park & Ride Site - CCTV Upgrades	Bus Related	Jan-10
Broadland	Sprowston Park & Ride Site - CCTV Upgrades	Bus Related	Jan-10
South Norfolk	Thickthorn Park & Ride Site - CCTV upgrades	Bus Related	Feb-10

Delivery 2010-11

District	Location/Description	Scheme Type	Completion Date
Road Crossing			
Norwich	Norwich - A140 Aylsham Road/Woodcock Road Traffic Signals pedestrian crossing facilities	Other Unsignalled Crossing	Dec-10
Norwich	Ketts Hill (west of Quebec Road) Pedestrian refuge	Other Unsignalled Crossing	Mar-11
Norwich	Norwich Rosary Road (by Chalk Hill Road) Zebra Crossing	Toucan or Puffin Crossing	Mar-11
Walking Schemes			
Broadland	Salhouse - Station Road(between Railway Station and Footpath FP14) Phase 1	New or Improved Footway	Jul-10
Broadland	Near Tesco Store	New or Improved Footway	Jul-10
South Norfolk	Bixley - Arminghall Lane - Footway / Traffic Calming - part s106 funded	New or Improved Footway	Jul-10

Norwich	Norwich/Bowthorpe - Barnard Road Footway	New or Improved Footway	Oct-10
Norwich	Daniels Road (northern side) footway	New or Improved Footway	Dec-10
Local Road Schemes			
South Norfolk	Costessey - Longwater Lane (Old Roundwell Pub Site)	Other Local Road Scheme	Oct-10
Norwich	City Centre Minor Works	Other Local Road Scheme	Mar-11
Safer and Healthier Journeys to School			
South Norfolk	Poringland - Framingham High School - SHJ2S - B1332 Norwich Rd Bus Stop Improvements	SHJ2S	May-10
Broadland	Lodge Lane Infants School - Rear pedestrian gate at back of school (access via Swansgate)	SHJ2S	Aug-10
South Norfolk	Newton Flotman Primary School - Phase 2 - Alan Avenue Access	SHJ2S	Aug-10
South Norfolk	Wymondham - Imps to FP28	SHJ2S	Aug-10
Broadland	Blofield Primary School North Street Footway widening	SHJ2S	Sep-10
Norwich	Norwich - Aylsham Road / Woodcock Road traffic signal upgrade	SHJ2S	Oct-10
Norwich	Norwich - Recreation Road Infant School - Earham Road Pedestrian Crossing	SHJ2S	Oct-10
Norwich	Norwich/Bowthorpe - Cloverhill Infant School Traffic Calming	SHJ2S	Nov-10
Norwich	Norwich/Bowthorpe - Cloverhill Infant School Cyclepath	SHJ2S	Mar-11
Norwich	Norwich - Earham Academy - shared use facility	SHJ2S	Mar-11
Norwich	Norwich - Colman Junior School - South Park Avenue crossing imp	SHJ2S	Mar-11
Local Safety Schemes			
Broadland	Drayton - School Road LSS	Other Safety Schemes	Apr-10
Broadland	Horsford B1149 Holly Lane Junction Improvements LSS	Other Safety Schemes	Apr-10
South Norfolk	Costessey Longwater Roundabout resurface	Other Safety Schemes	Jul-10
South Norfolk	Framlingham Pigot A146 LSS	Other Safety Schemes	Sep-10
South Norfolk	Cringleford - Newmarket Road / Roundhouse Way Rbt - LSS - Visibility & Lining Improvements	Other Safety Schemes	Sep-10
Broadland	Rackheath A1151 Muck Lane LSS	Other Safety	Jan-11

		Schemes	
Norwich	St Clements Hill - Wall Road Junction	Other Safety Schemes	Jan-11
Traffic Calming and Traffic Management			
Norwich	Norwich Plumstead Road (Britannia Road) - Traffic Signal Upgrade	Signalling/Signal Upgrade	Jul-10
Norwich	St Stephens Road (Old N&N Hospital) - Traffic Signal Upgrade	Signalling/Signal Upgrade	Aug-10
Norwich	Aylsham Road / Woodcock Road - Traffic Signal Upgrade	Signalling/Signal Upgrade	Oct-10
Norwich	Norwich Growth Point Partnership: Anglia Square / St Augustine's / Duke Street Roundabout - Junction & Road Improvements, incorporating Air Quality Improvements	Clear Zones/Low Emission Zones	Nov-10
Norwich	Magdalen Road / Magpie Road - Traffic Signal Upgrade	Signalling/Signal Upgrade	Jan-11
Norwich	Aylsham Road - Losinga Crescent - Traffic Signal Upgrade	Signalling/Signal Upgrade	Feb-11
Norwich	Aylsham Road (Junction Road) - Traffic Signal Upgrade	Signalling/Signal Upgrade	Feb-11
Norwich	Chartwell Road (School Lane) - Traffic Signal Upgrade	Signalling/Signal Upgrade	Feb-11
Norwich	Future Waiting Restrictions	Other Traffic Calming	Mar-11
Norwich	Norwich - Silver Street Area - Permanent Signing for One-way System	Other Urban Traffic Calming	Mar-11
South Norfolk	Costessey - West End & The Street - Traffic calming review Phase 2	Other Traffic Calming	Mar-11
Other			
Countywide	Bittern Line Carbon Neutral Stations Project (Partnership with One Railways & Network Rail who are providing £30k funding each)	Other Scheme	May-10
Bus Infrastructure			
Countywide	Traveline Journey Planning	Improvements to Bus Stops	Jul-10
Broadland	Norwich to Gt Yarmouth Bus Stop Imps	Improvements to Bus Stops	Nov-10
South Norfolk	Norwich to Attleborough	Improvements to Bus Stops	Nov-10
Norwich	Norwich - Bus Infrastructure Improvements	Improvements to Bus Stops	Dec-10
South Norfolk	Norwich - Long Stratton - Diss Bus Stop Imps	Improvements to Bus Stops	Dec-10
South Norfolk	Wymondham to Norwich Bus Stop Imps	Improvements to Bus Stops	Jan-11
Countywide	Countywide Bus Shelters	Improvements to Bus Stops	Mar-11
Countywide	Vehicle Improvements - Installation of	Other Bus	Mar-11

	CCTV	Infrastructure	
Countywide	Electronic Bus Server Registration (EBSR)	Other Bus Infrastructure	Mar-11
Bus Priority			
Norwich	Norwich Newmarket Road Bus Priority Scheme	Bus Lanes	Jun-10
Norwich	Selective Vehicle Detection / BUSNET	Other Bus Priority	Mar-11
Cycling			
Broadland	Old Catton - Catton Park - Additional Cycle Parking Facilities	New Cycle Parking Facilities	Apr-10
Norwich	Norwich - Earlham Green Lane & Bluebell Road Upgrade of existing facilities	Cycle Tracks	Apr-10
Norwich	Norwich City Centre Cycle Parking	New Cycle Parking Facilities	Mar-11
Norwich	NATS Norwich Yarmouth Road Connect 2 links facility to proposed Whitlingham Bridge	Other Cycle Scheme	Mar-11

Delivery 2011-12

District	Location/Description	Scheme Type	Completion Date
Walking Schemes			
Countywide	Public Rights of Way in Towns and Villages	Other Walking scheme	Mar-12
Local Road Schemes			
Norwich	NATS Norwich Newmarket Road / Eaton Road Signalised Junction Capacity Improvements	Other Local Road Scheme	Nov-11
Safer and Healthier Journeys to School			
Norwich City	Norwich - Newmarket Road / Eaton Road - additional Pedestrian Crossing Facilities	SHJ2S	Mar-12
Traffic Calming and Traffic Management			
Norwich	Thorpe Road/carrow Road	Signalling/Signal Upgrading	Jun-11
Norwich	Mile Cross Lane (St Faiths Road) - Traffic Signal Upgrades	Signalling/Signal Upgrading	Jul-11
Norwich	Newmarket Road/Eaton Road - Traffic Signal Upgrades	Signalling/Signal Upgrading	Jan-12
Norwich	Minor Traffic Management Schemes - City	Other Traffic Management	Feb-12
Countywide	Introduction of Civil Parking	Other Traffic Management	Mar-12
Countywide	Minor Traffic Management schemes - County	Other Traffic Management	Mar-12
Norwich	Miscellaneous Waiting Restrictions	Other Traffic	Mar-12

		Management	
Norwich	Boundary Road/Drayton Road - Traffic Signal Upgrades	Signalling/Signal Upgrading	Dec-12
Other			
Countywide	Car Clubs / CO2 Reduction Measures		Aug-11
Bus Infrastructure			
Countywide	Demand Responsive Transport - Door to Door Partnership Contributions	Other Bus Infrastructure	May-11
South Norfolk	Norwich - Long Stratton - Diss bus stop Infrastructure Improvements	Improvements to Bus Stops	Jul-11
Countywide	County wide DDA Bus Stop Upgrades	Improvements to Bus Stops	Apr-12
Norwich	Norwich DDA Bus Stop Upgrades	Improvements to Bus Stops	Apr-12
Bus Priority			
Norwich	Selective Vehicle Detection / BUSNET	Bus Lanes	Sep-11
Norwich	Norwich Dereham Road Bus Priority Scheme	Bus Lanes	Mar-12
Public Transport Interchange			
Countywide	Market Town Public Transport Interchange Improvements	Multi-modal Interchange	Mar-12
Cycling			
Norwich	Norwich - Airport to City Centre Route - (City Section 106 funded) Duke Street	Other Cycling Schemes	Mar-12

Delivery 2012/13

District	Location/Description	Scheme Type	Completion Date
Road Crossing			
Broadland	Rackheath Salhouse Road Ped Crossing	Other Unsignalled Crossings	18/05/2012
Walking Schemes			
Local Road Schemes			
Broadland	Drayton Fakenham Rd, S278 Tesco	Other Local Road Schemes	Nov-2012
South Norfolk	Keswick - A140 Ipswich Road / B1113 Main Road(Section 106 funded) - Junction Improvements D&C upgrades to traffic signals	New Junction or Junction Improvements	Sep-2012
SHJ2S			
Local Safety Schemes			

Countywide	Various Locations - Parish Partners In Safety - VAS	Other Safety Schemes	28/06/12
Norwich	Norwich - A1056 Ipswich Road (adjacent to City College) LSS	Other Safety Schemes	02/11/2012
Norwich	Norwich A140 Mile End Road/Unthank Road LSS	Other Safety Schemes	15/5/12
Traffic Calming and Traffic Management			
Other			
Bus Infrastructure			
Bus Priority			
Public Transport Interchange			
Cycling			
Park and Ride			

Appendix 2

Agreed Capital Programme (NATS area) 20013/14 & 2014/15

Note: The following table shows the capital programme presented to County Council Members of the Environment Transport and Development Overview and Scrutiny Panel of 16 January 2013, and agreed by the County Council's Cabinet on 4 March 2013 (subject to the amendments described below). Although this is the agreed capital programme and the information presented was current at the time, there will have been subsequent changes due to, amongst other things, the scope / cost of the schemes changing as a result of detailed design or consultation, or schemes slipping – or being brought forward – in the programme due to factors emerging during the detailed design / delivery stages of the programme's implementation.

The amendments agreed by Cabinet related to an additional £8m in one-off funding to support Norfolk's most vulnerable people, whilst investing in key projects that are priorities in local communities. From this £8m it was agreed to allocate £2m to support highways, divided equally between the following areas:

- An additional £1m for delivering local highway improvements in partnership with Town and Parish Councils
- An additional £1m for other highway improvements that support communities and businesses

These changes are not shown in the table below.

Location / Description	2013/14		2014/15		Comments
	LTP funding	Other funding	LTP funding	Other funding	
Norwich Northern Distributor Road and Postwick Hub (Dft and NCC Corporate funding)	0	12m	0	27.5m	2013/14 funding comprises : £10m Postwick Hub CIF + £2.02m NCC corporate funding; 2014/15 funding comprises £9.44m DfT funding + £9m Postwick Hub CIF funding + £9.1m NCC corporate funding
NDR - feasibility studies for associated, essential schemes	0	0	0	100k	
Gt Yarmouth Third River Crossing	0	175	0	0	Final property purchases from blight
Public transport schemes					
Norwich DDA Bus stop upgrade	10	0	10	0	
County- DDA Bus stop upgrades	60	0	60	0	
Norwich- • Removal of general traffic from St Stephens Street and consideration of removal of general traffic from Surrey Street ("Better Bus Area" funded	0	200	0		
Norwich- New up-hill bus lane on Grapes Hill with retention of existing highway traffic lanes ("Better Bus Area" funded)	0	760	0	0	This project aims to cut bus journey times, improve reliability, with better access for taxis/bicycles in to the city.
Norwich- Highway Signage ("Better Bus Area" funded)	0	65	0	0	
County – installation of electronic real time signage	12	0	0	0	
County strategic traffic light priority	0	0	10	0	10-15 sites across SCOOT

Location / Description	2013/14		2014/15		Comments
	LTP funding	Other funding	LTP funding	Other funding	
					Norwich, King's Lynn & Gt Yarmouth - location being supplied by bus operators
County drt	0	90	0	90	To be progressed via developer contributions secured where DRT may be developed.
County bus shelter grants	20	20	20	20	
County – temporary bus stop infrastructure package (to be held at local depots)	5	0	5	0	Provides assistance to customers /contractor allowing better provision during disruption
County – advertising within bus stations outside Norwich	25	0	25	0	
County- Provide information boards at P&R sites, hire out the space to businesses for advertising	15	0	0	0	
County- Consider advertising space on moving gates at bus station. This would cover maintenance costs	3	0	0	0	
County- Consider alternative ways of meeting DDA targets - by looking at different ways of providing bus boarder points - plastics etc	15	0	0	0	
County- Allow businesses to operate out of P&R buildings	5	0	0	0	
County- Footways which would allow a route to school to be declared safe to save revenue (about 150 sites)	84	0	300	0	

Location / Description	2013/14		2014/15		Comments
	LTP funding	Other funding	LTP funding	Other funding	
County- Park & Ride lighting- replacement of photo electric cells	10	0	0	0	
County- Install Solar cells on bus shelters. Electricity generated to light shelter, sell excess back to national grid	15	0	15	0	
Norwich/NATS- Bus Rapid Transit (BRT) Stops (3) - Newmarket Road NATS IP- S106 funded	0	100	0	200	Provisional S1906 allocation to implement improvements resulting from placemaking strategy
Norwich/NATS- Bus Rapid Transit (BRT) Stops (2) - Postwick NATS IP- S 106 Funded	0	200	0	100	As above
Pedestrian and cyclist improvements					
Rackheath - Eco town to Sprowston - Cycle Link (Other funding from Broadland DC)	100	900	0	0	Other funding from Broadland DC
Norwich- NATS IP – Cycle network implementation	0	0	90	0	
Norwich- Cycle Signing ("orange" route)	30	0	0	0	
Norwich- Palace Street cycle lane	10	0	0	0	
Norwich- Thorpe Road, Magdalen Street , Mile Cross Lane contra flow cycle schemes Design	35	0	0	0	
Wymondham- Harts farm cycle link - partnership with Sustrans	10	0	75	75	
Future Cycling Schemes	0	0	0	0	
Public Rights of Way in Towns & Villages - Urban Path Improvements	20	0	20	0	
Hethersett - Henstead Road - Footway (links to	0	0	10	0	

Location / Description	2013/14		2014/15		Comments
	LTP funding	Other funding	LTP funding	Other funding	
potential development					
Norwich- NATS IP- future walking schemes	0	0	25	0	
Future Walking Schemes	0	0	0	0	
Delivering local highway improvements in partnership with Town and Parish Councils	100	100	100	100	Initiated in 2012/13 funding 32 small schemes
Area offices establishment charge	100	0	0	0	Required for Initiatives Pot (capital saving for joint traffic signal office). Withdrawn from 2014 onwards under new contract
Norwich-NATS IP- future road crossings	0	0	25	0	
Norwich - Bluebell Road by North Park Avenue - Crossing Improvements	60	0	0	0	
Norwich- Hall Road south of Queens Road	40	0	0	0	
Traffic management, road improvements & safety schemes					
A47 Southern Bypass / Longwater junction Short Term improvement works (S106 Funded	0	100	0	0	
NATS IP Schemes - future design & implementation of schemes	50	0	155	0	
Norwich- NATS IP- Chapelfield North Public Transport Improvements & Westlegate Closure (GNDP/S106/City Council funded	50	929	0	0	
NRP Project 26 Colney S278 Highway Infrastructure	0	900	0	0	S106 funds to support widening of the B1108 between Hethersett Lane and the A47, which will support ongoing

Location / Description	2013/14		2014/15		Comments
	LTP funding	Other funding	LTP funding	Other funding	
					development of NRP and the local economy
Norwich - Future Waiting Restrictions / Minor Traffic Management schemes	10	0	10	0	
Air Quality Improvement Schemes	0	0	0	0	
Unallocated Traffic Management funding	20	0	20	0	
Minor Traffic Management Schemes-county	115	0	115	0	
Safety Partnership Schemes / contribution to maintenance schemes	50	0	50	0	
Local safety schemes Feasibility / Preliminary Design	0	25	0	25	
Norwich: Bowthorpe Roundabout -local safety scheme (jointly funded from DfT cycle Bidif successful	12.5	12.5	0	0	
Norwich: A1067 Drayton Road St Martin's road mini-r'about -local safety scheme jointly funded from DfT cycle fund if bid succesful)	35	35	0	0	
Norwich- A1067 Drayton Road Whiffler Road - local safety scheme (jointly funded from DfT cycle fund if bid successful	10	10	0	0	
Norwich: Constitution Hill/Wall Rd mini roundabout- -local safety scheme (jointly funded from DfT cycle fund if bid successful	20	20	0	0	
Norwich - Avenues/George Borrow Road -local safety scheme (jointly funded from DfT cycle fund if bid succesful)	7.5	7.5	0	0	

Location / Description	2013/14		2014/15		Comments
	LTP funding	Other funding	LTP funding	Other funding	
Unallocated Local Safety Schemes	116	0	225	0	To be allocated to low cost Safety schemes with high rates of return identified through the year
Other Schemes, Future Fees & Carry Over Costs					
LTP support to Car Clubs / CO2 reduction measures	40	0	40	0	
Fees for future schemes (studies/preliminary Design)	35	0	35	0	Assume this would fund 8 new feasibility studies; reduced in line with programme
Pre-feasibility work	0	50	0	50	
Retention / Land costs on completed schemes	40	0	40	0	

Review of Norfolk Speed Management Strategy

Report by the Director of Environment, Transport and Development

Summary

This report informs Members about the new DfT guidance issued earlier this year for the setting of local speed limits. The new guidance has resulted in a review of current County Council practice in setting speed limits and the speed management measures used to support these.

Overall, officers believe the Council's current approach to speed management remains consistent with the new national guidance. In particular, it is recommended that resources are targeted in ways which maximise road safety benefits. However, as part of the review it is proposed to:-

- Promote area-wide 20mph schemes where conditions are appropriate and funding allows.
- Introduce subject to funding constraints part-time 20mph restrictions outside schools where road safety risks are greatest.
- Develop proposals to seek to secure Department of Transport funding for rural zonal speed limits.

Members are invited to comment on the proposed changes resulting from this review which has taken place in association with Norfolk Police.

Subject to the views of Panel, Cabinet will be asked to approve any formal changes required to the Council's 'A Speed Management Strategy for Norfolk'.

Action Required

Members are invited to comment on the review findings and recommendations as set out in Section 2 and Appendix A.

1. Background

- 1.1. Norfolk County Council, as the local traffic authority, is responsible for determining local speed limits on the local network. Speed limits on the trunk roads in Norfolk, A11, A12 and A47, are the responsibility of the Highways Agency.
- 1.2. In March 2001 "A Speed Management Strategy For Norfolk" was published in association with Norfolk Police. Following new guidance on setting local speed limits issued in 2006 the Strategy was re-approved by Cabinet in September 2007 without any significant changes being made.
- 1.3. New guidance was issued by the Department for Transport (DfT) in January 2013 in Circular 01/2013 Setting Local Speed Limits. Officers have carried out a review of

the current strategy in association with Norfolk Constabulary.

- 1.4. The new guidance emphasises that ‘the full range of speed management measures should always be considered before a new speed limit is introduced’ and sets out the principles and factors which should be taken into account.

- 1.5. Circular 01/2013 states:

‘The aim of speed management policies should be to achieve a safe distribution of speeds consistent with the speed limit that reflects the function of the road and the road environment. This should imply a mean speed appropriate to the prevailing road environment, and all vehicles moving at speeds below or at the posted speed limit, while having regard to the traffic conditions.’

‘A principal aim in determining appropriate limits should, therefore, be to provide a consistent message between speed limit and what the road looks like.’

‘Speed limits should be evidence-led and self-explaining and seek to reinforce peoples’s assessment of what is a safe speed to travel. They should encourage self-compliance. Speed limits should be seen by drivers as the maximum rather than a target speed.’

- 1.6. The new guidance issued by Government, as set out in Circular 01/2013 is consistent with the Council’s current approach as set out in ‘A Speed Management Strategy for Norfolk’, and presents no immediate requirement to change our approach other than to give consideration, going forward, to additional speed limits, with associated speed management actions.
- 1.7. Appendix A contains a schedule of the suggested changes to the wording used in ‘A Speed Management Strategy for Norfolk’. These changes include:
- Removal of references and terms which are now superseded or out of date
 - Additions to and subtractions from the text to meet the requirements of the new government guidance
- 1.8. The full wording of the recommended document is contained in Appendix B. Subject to the views of Panel and the subsequent approval of Cabinet this wording will be used to develop a web-based publication, including photographic and graphic aids.

2. **Implications of the new DfT guidance**

2.1. **Introduction**

This section sets out the implications of potential changes to the Strategy in response to the new guidance. Each issue is described and the level of impact on the Council’s liabilities and resources is assessed as High, Moderate or Low. An officer comment on the implications for services in Norfolk is provided, followed by recommendations on the course to be followed.

- 2.2. **Priorities for action:** In the introduction section of Circular 01/2013, traffic authorities are asked to *‘keep their speed limits under review with changing circumstances and to consider the introduction of more 20mph speed limits and zones, over time, in urban areas and built-up village streets that are primarily residential, to ensure greater safety for pedestrians and cyclists, using the criteria in Section 6’* of the Circular..

- 2.3. **Potential Impacts:** Could have a High impact on the Council's ability to retain its excellent record of reducing road casualties, in particular if resources are diverted from schemes with higher casualty reduction benefits.
- 2.4. **Officer Comment:** The Council's current strategy is consistent with the guidance, aims and principles of Circular 01/2013. Some traffic authorities in the UK are adopting policies which extend local 20mph speed restrictions over wide areas on urban residential streets. The Council has a proven successful track record, in partnership with other agencies, of reducing the severity and number of people hurt on roads in Norfolk, and in supporting and responding to communities that are worried about road safety. While the Council receives numerous requests to lower speed limits as a means of slowing traffic down within local communities across Norfolk. We do receive good feedback from those that we explain our current approach to. The Council has received requests to introduce area-wide 20mph speed restrictions in part no doubt as a response to the national '20s Plenty' campaign, which seeks for local authorities to implement a default 20mph speed limit in built up areas (further assessment of 20mph area wide restrictions is included later in this report).
- 2.5. The current strategy allows new speed limits to be considered where existing conditions are appropriate or where there is a history of road casualties which can be addressed with a balance of speed management measures, and funding is available. In other locations there are likely to be significant costs to the Council to assess and implement new schemes. Resources are currently being targeted to achieve reductions in reported road casualties.
- 2.6. **Recommendations:**
- 1) The Council should continue to prioritise schemes which target reductions in killed and serious injuries (KSI) and should not therefore divert resources to area-wide 20mph speed restrictions which offer little benefit in this regard.
 - 2) Where funding is available to promote area-wide 20mph schemes, the current approach includes for this. The wording of the Strategy should be amended to include the wider benefits of such schemes as given in Circular 01/2013.
- 2.7. **Speed limit assessment framework:** A recommendation to use the previous framework (Circular 01/2006) for the assessment of speed limit options on rural single carriageway roads is now withdrawn. A new speed limit appraisal tool is provided by Government to help Local Authorities assess the full costs and benefits of any proposed schemes and to satisfy themselves that the expected benefits exceed the costs.
- 2.8. Many of the costs and benefits do not have monetary values associated with them, but the guidance recommends traffic authorities should include an assessment of the following:
- collision and casualty savings
 - conditions and facilities for vulnerable road users
 - impacts on walking and cycling and other modal shift
 - congestion and journey time reliability

- environmental, community and quality of life impact, such as emissions, severance, visual impact, and noise/vibration.
 - costs of engineering and other physical measures including signing, maintenance and cost of enforcement.
- 2.9. **Potential Impact:** Moderate, both in terms of diversion of resources and the Council's ability to reduce road casualties.
- 2.10. **Officer Comment:** Application of the new appraisal tool could increase costs in terms of data collection and officer time, which could mean fewer speed limit schemes can be programmed. Tests carried out using the new Speed Limit Appraisal Tool have indicated that the results would generally concur with the Council's current approach.
- 2.11. **Recommendation:**
- 3) The Council should continue with its current approach to setting intervention levels, and use the Speed Limit Appraisal Tool only in more specific circumstances where a more detailed assessment is required.
- 2.12. **Urban Speed Limits:** The guidance is for traffic authorities to give more consideration to wider benefits such as quality of life, community benefits, modal shift and environment alongside safety and casualty reduction.
- 2.13. Traffic Authorities are able to use their powers to introduce 20mph limits or zones on major streets and residential streets, and the guidance remains to give case by case consideration of the full range of options for 20mph schemes.
- 2.14. There is support for 20mph limits over larger numbers of roads if current speeds are appropriate, but support for City-wide schemes is more muted.
- 2.15. There remains the requirement for urban 20mph schemes to be made self-enforcing. Alongside physical traffic calming measures there is an added roundel marking which is now approved for use in a 20mph zones.
- 2.16. **Potential Impact:** Could have a High impact on the Council's ability to retain its excellent record of reducing road casualties, in particular if resources are diverted from schemes with higher casualty reduction benefits.
- 2.17. **Officer Comment:** Current practice seeks to maintain compliance with posted urban speed limits. The requirement that 20mph restrictions are made self-enforcing and that they are supported with an appropriate character and appearance of the road environment is likely to make such schemes costly to implement and to maintain.
- 2.18. The national '20s Plenty' campaign advocates that local authorities implement a blanket approach to lower speeds in built up area to 20mph. The Council's current speed management strategy does not support the use of 'blanket' speed restrictions. If, over time, the use of such restrictions should become a norm elsewhere, particularly in large built-up areas, then Norfolk could be considered out of step with other parts of country. However this would not have a major impact in Norfolk due to:
- 1) Many urban and other built-up areas in Norfolk can be treated for 20mph restrictions under the Council's current approach.
 - 2) The extent of urban area is relatively low in Norfolk, and it therefore has a

different character to other parts of England.

- 3) As general driver behaviour develops, more areas could become suited to 20mph limits based on lower actual speeds being recorded.

Within Norfolk at present, the commitment of funds to implementation of 'blanket' 20mph schemes would not offer good value for money compared to other targeted measures to reduce casualties. However the Council's current strategy supports the use of incremental changes which can impact on compliance over time, as funding opportunities allow.

2.19. **Recommendations:**

- 4) The Council should continue with its current approach which considers the full range of speed management measures as set out in the document at Appendix B
- 5) Where funding is identified the Council should consider schemes with wider benefits than casualty reduction or reductions in through traffic, particularly in existing residential areas.

Note – a good example of this is the recent successful Cycle City Ambition Grant application

- 2.20. **20mph speed restrictions outside schools:** The new guidance introduces a new power for Local Authorities to introduce Variable 20mph speed limits. It states that *"These variable limits may be particularly relevant where for example a school is located on a road that is not suitable for a full time 20mph zone or limit"*. Part time mandatory speed limits may be introduced with Variable Message Signs (VMS) and associated Traffic Regulation Orders (TRO). A lower cost alternative is an advisory part-time 20mph sign with flashing school warning lights.
- 2.21. **Potential Impact:** High both in terms of resources and casualty reduction benefits – if a 'blanket' approach to provision of 20mph restrictions outside all schools in Norfolk is adopted.
- 2.22. **Officer Comment:** An assessment has been done of the scope to provide 20mph restrictions outside schools in Norfolk. This is seen as an important move to address the concerns of residents and schools about the safety of children, and to encourage more walking and cycling to and from school.
- 2.23. It would cost in the region of £3.75 million to treat all schools in Norfolk. This is unaffordable within current budget of a £2 million per annum Highways Capital Programme. In addition there will be on-going revenue cost increases, although these have not been quantified.
- 2.24. The previous Cabinet Member for Planning and Transportation approved funding to provide 20mph restrictions for 5 schools in 2013-14 at a cost of £50,000. Appendix C includes an assessment of sites and factors used to determine priorities for spending this money.
- 2.25. Road traffic incidents outside schools in Norfolk are uncommon and do not generally meet the criteria for prioritised interventions to target casualty reduction. Nevertheless there is a perception that speed and congestion can be a barrier to walking and cycling to school, as well as preventing people from feeling safe.

- 2.26. Norfolk County Council carried out a trial of providing advisory 20mph speed limits with flashing school signs in 2008/9. These generally met with a favourable community response, and some moderate reductions in average speeds were observed during peak times. However, whilst Members were happy with the outcome of the trial they decided that a roll-out to all schools was unaffordable.
- 2.27. **Recommendations:**
- 6) The Council should allocate the £50,000 approved funding for 2013-14 based on the information provided in Appendix C.
 - 7) Further allocations of funding should be determined on the basis of evidence that the measures would address known casualty cluster or risk sites, and should consider the full range of speed management measures.
- 2.28. **The use of average speed cameras for urban speed limits:** Circular 01/2013 states:
- 'Traffic authorities are already free to use additional measures in 20 mph limits to achieve compliance, such as some traffic calming measures and vehicle activated signs, or safety cameras. Average speed cameras may provide a useful tool for enforcing compliance with urban speed limits'.*
- 2.29. The guidance gives no further steer as to whether average speed camera enforcement should be adopted, which suggests that each local traffic authority can take its own view on this matter.
- 2.30. **Potential Impact:** Moderate impact on the Council's ability to retain its excellent record of reducing road casualties, in particular if resources are diverted from schemes with higher casualty reduction benefits.
- 2.31. **Officer comment:** Enforcement of speed limits is a matter for the police. In Norfolk the use of enforcement cameras is managed via a Safety Camera Partnership involving Council staff alongside police. Whilst it is possible that a business model for use of average speed cameras in urban areas could be developed under the SCP, or through other arrangements, this has not been identified as a priority at this time.
- 2.32. Whilst some would point to the highly effective performance of average speed cameras in managing speeds, the majority of motorists who would be detected as committing offences are likely to be from within the community whose roads would be managed. This raises an issue of what kind of council we wish to be perceived as:
- One which intervenes heavily on the side of the community to address the behaviour of individual road users, or
 - One that encourages positive actions and attitudes without being over-bearing in its dealings with individual members of the community.
- 2.33. The police have given a view that use of average speed cameras could be supported if the circumstances are considered to warrant their use. They are likely to involve high capital costs and might be expected to cover maintenance costs through the revenues generated from Fixed Penalty Notices (FPN).

- 2.34. The benefits in terms of casualty reduction are unlikely to be significant; however they could offer significant community reassurance and support the wider benefits of urban speed limits.
- 2.35. **Recommendations:**
- 8) The Council should consider the use of average speed cameras, supported by the police within the Norfolk Safety Camera Partnership, as part of use of the full range of speed management measures in urban areas.
 - 9) In taking forward any scheme which envisages the deployment of average speed cameras in urban 20mph or 30mph speed limits, there should be a full public and stakeholder consultation which allows the community and Members to consider in full the issues associated with their use.
- 2.36. **Quiet Lanes and Home Zones:** Specific reference to these has been removed from the Circular 01/2013, although the guidance remains in the form of Traffic Advisory Leaflets (TAL). These are TAL 8/02. Home Zones – Public Participation and TAL 3/04. Quiet Lanes.
- 2.37. Circular 01/2013 invites applications for zonal rural speed limits. These would usually be 40mph zones in national parks or Areas of Outstanding Natural Beauty (AONB), or on other networks of minor rural roads where speeds are already in line with such a limit. Such zones would include entry treatment and painted repeater roundels, as a potential means to reduce speeds and signing requirements.
- 2.38. **Potential Impact:** Low, both in terms of resources and casualty reduction benefits.
- 2.39. **Officer Comment:**
- Home Zones are principally an issue for new development and are covered in the Council's guidance to developers.
- 2.40. Quiet Lanes are a special treatment for quiet roads in rural areas which mainly serve the local communities and are used for recreational as well as travel purposes. Two areas of Quiet Lanes are established in Norfolk. No further requests to consider new areas or extensions to exiting areas of Quiet Lanes have been made to the Council.
- 2.41. The Council has achieved high recognition for its pursuit of innovative safety improvements, including Quiet Lanes and the Rural Demonstration Project. There is scope within Norfolk to identify a rural zonal speed limit trial area. The most suitable area from an initial review is in the North Norfolk coastal area. Initially a study would be required to determine the extents, costs and benefits of this.
- 2.42. **Recommendations:**
- 10) References to Home Zones and Quiet Lanes can be removed from the Strategy, as per Appendix A.
 - 11) Where there may be significant benefits in terms of reduced speeds, reduced signing or casualty reductions, and funding can be identified, the Council should apply to the DfT to trial rural zonal speed limits.

3. **Resource Implications**

- 3.1. **Finance:** The Council's current speed management strategy is delivered within existing resources. Any changes, in particular those advocating a 'blanket' approach

to the introduction of 20mph speed restrictions, would require additional capital and revenue funding commensurate with the nature of the schemes that would arise.

3.2. **Staff** : None

3.3. **Property** : None

3.4. **IT** : None

4. **Other Implications**

4.1. **Legal Implications:** Any change to a speed limit requires a statutory process of which public consultation plays a strong part however, the final decision will be made by Norfolk County Council as the Highway Authority.

There are no particular legal implications arising as a result of the new guidance.

4.2. **Human Rights** : None

4.3. **Equality Impact Assessment (EqIA):** The recommendations in this report do not introduce worse conditions for vulnerable road users or those with impairments.

4.4. **Communications:** Information on the Council's current approach is widely available, mainly via the NCC web-site. This will be maintained. Specific changes which may come forward involve statutory Traffic Regulation Order processes which include consultation with stakeholders and the public.

4.5. **Health and Safety Implications:** Our campaigns, such as 'Keep Your Mind on The Road' re-inforce the shared responsibilities we all have for road safety.

4.6. **Environmental Implications:** Effective speed management can enhance an area. Residential areas can be more accessible to the vulnerable road user and more suited to walking and cycling. Town centres can thrive with speed managed to reduce the priority of motorised vehicles and help pedestrians feel comfortable and safer. The emissions of both carbon dioxide and nitrogen oxide increase with the speed of traffic along with noise and vibration. At lower speeds, drivers are less likely to vigorously accelerate and if vehicles are more constant in their speed, pollutants such as particulates are lowered.

4.7. **Any other implications:** Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

5. **Section 17 – Crime and Disorder Act**

5.1. Driving in excess of the legal speed limit is a criminal offence. The Council's current approach is to maximise the levels of compliance with posted speed limits thereby minimising reliance on police enforcement and use of the criminal justice system, whilst targeting road casualty reductions and addressing community concerns about speeding traffic. The Council's current approach is supported by the police and Norfolk Constabulary were involved in the review findings detailed in this report.

Recommendation / Action Required

- (i) Members are invited to comment on the review findings and recommendations as set out in Appendix A and in Section 2

Background Papers

[Norfolk County Council - 3rd Local Transport Plan 2011 - 2026](#)

[Norfolk County Council - Transport Asset Management Plan](#)

[Norfolk County Council - Operational Network Management Plan](#)

[Strategies / Action Plans / Guidelines - Member Approved - The Highway Corridor](#)

[Publications and guidance for developers](#)

Officer Contact

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If you need this report in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 and ask for Dave Stephens or textphone 0344 800 8011 and we will do our best to help.

APPENDIX A

Schedule of Amendments to 'A Speed Management Strategy for Norfolk', 2001

Amendment	Comment
Format	The text has been re-written to suit publication via the website rather than in paper format.
Speed and Safety Issues.	Changes to wording of the strategy document to reflect that this is now an established basis for setting speed limits and supporting speed management.
The Norfolk Strategy	Addition of Transport Asset Management Plan and Operational Network management Plan as key reference documents. Explanation of relevant factors included in the text.
Setting Appropriate Speed Limits	<p>Section title amended to 'Setting Local Speed Limits'</p> <p>Explanation of Principal and Main Distributor Routes with ref to TAMP included.</p> <p>Ref to business viewpoint removed. Economic and environmental effects substituted.</p> <p>Minor changes to update wording.</p>
Part-time 20mph Speed Limits – Outside Schools	<p>No prior approval required for mandatory part-time limits.</p> <p>Reference to Safer and Healthier Routes to School removed.</p>
Other Roads in Residential Areas	Replace 'improve safety/reduce through traffic outside schools' with 'support the local economy, encourage sustainable local travel, improve the quality of life in our communities and contribute to wider public health outcomes'.
Home Zones	Removed – no longer included in Circular 01/2013
Quiet Lanes	Removed – no longer included in Circular 01/2013
ACTION AND INTERVENTION LEVELS	<p>Significant re-write to reflect actual practice.</p> <p>COMPLIANCE/ACCIDENTS removed.</p>

DESIGNING FOR SPEED MANAGEMENT MEASURES	<p>Title amended to SPEED MANAGEMENT MEASURES</p> <p>Referenece to community delivery eg Community Speedwatch included</p>
Speed Reactive Signs (SRS)	<p>Updated</p> <p>Permanent SRS and temporary SRS included.</p>
Enforcement Cameras	Updated
Speed Limits	<p>'Policy' replaced with 'framework'</p> <p>Additional words on isolated hazards and need to consider full range of measures before a new speed limit.</p>
Speed Limit Warning Signs	This measure is moved up to Persuasion Measures.
Gateway Schemes	<p>This measure is moved up to Persuasion Measures.</p> <p>Measure retained as a useful additional feature, provided maintenance liability is met by parish. Allows enhancement through planting etc.</p>
On Street Parking	No changes
Pinch Point/Chicanes	No changes
Contrasting Colour Surfacing	No changes
Ramps, Humps and Cushions	No changes
The Self-Explaining Road (SER)	<p>Moved to end of Persuasion Measures.</p> <p>Ref to Safe Systems included.</p> <p>Ref to urban centres as well as villages.</p>
20mph Zones	<p>New section added.</p> <p>Includes updated guidance on use of signing/road markings alongside physical measures.</p>
Education, Training and Publicity (ETP)	Updated information provided with link to current web-pages for this part of the service.
Speed Enforcement	Updated informantion provided by Norfolk Constabulary

NORFOLK SPEED MANAGEMENT STRATEGY

Norfolk County Council

(in association with Norfolk Constabulary)

DRAFT

August 2013

Officer contact: Dave Stephens, 222311

CONTENTS – To be published as web-pages

Speed Management Issues
The Norfolk Speed Management Strategy
Setting Local Speed Limits
Action and Intervention Levels
Speed Management Measures
Education, Training and Publicity
Speed Enforcement

SPEED MANAGEMENT ISSUES

Introduction

Norfolk County Council as local traffic authority is responsible for setting speed limits on local roads. The Norfolk road network needs to support a local transport system that promotes economic growth, is safe for all road users and improves the quality of life in our communities. Since the introduction of “A speed management strategy for Norfolk 2001” many improvements to roads and junctions have been carried out to promote these aims.

Road Safety

The relationship between speed and road casualties is complex, but there is overwhelming evidence that lower speeds result in fewer collisions and less severe injuries.

Speed management has contributed to a considerable reduction of road collisions in Norfolk with a reduction in killed and seriously injured (KSI) from 862 to 353 over the period 2000 to 2010. This represents a 59% reduction over that 10 year period. Whilst national targets for road safety were withdrawn in 2011, the Council chose to retain a strong focus on casualty reduction and adopted the following Key Performance Indicators in the Service Plan:

Aims: Reduce the number and severity of road traffic casualties on roads in Norfolk. Increase public confidence that journeys by foot, cycle or vehicular means will be safe.

Targets – By December 2020 to:-

- 1) Reduce the number of killed or seriously injured on Norfolk roads to 310 or fewer
- 2) Reduce the number of motorcyclists killed or seriously injured on Norfolk roads to 74 or fewer
- 3) Reduce the number of children killed or seriously injured on Norfolk roads to 22 or fewer

In addition Norfolk Constabulary have targets which relate to the numbers of collisions on the roads which result in KSI casualties.

The new guidelines from the Department for Transport (DfT) on “Setting local Speed Limits” (Circular 01/2013) reinforces our own approach to date, with a new emphasis given to consideration of the full range of options to enhance the environment and quality of life.

Speed limits form one distinct element of speed management. They should be considered alongside other speed management measures including engineering, enforcement and education. Roads in residential areas and urban centres need to be designed for all road users and raise the driver’s awareness of their environment.

Traffic speed interacts strongly with the local environment and the public perception of road safety. With the correct environment, sustainable forms of transport such as walking and cycling are encouraged.

Economic Considerations

Efficient transport systems are essential to the economy and vibrancy of Norfolk. Road traffic is essential to move people and goods for business, pleasure and work,. The economic health of the county relies on the reliability and effectiveness of the road network, and correct speed management helps to address this.

Traffic collisions and injuries are expensive to the county, not only in monetary terms but in human suffering and social impacts. Following the publication of the Strategic Framework for Road Safety (DfT, February 2011), local highway authorities can report on the cost of road casualties and this will be included in the new Highway Network Annual Operational Performance Report.

Evidence suggests that when traffic is travelling at constant speeds, even at a lower level, it may result in shorter and more reliable overall journey times, and that journey time savings from higher speed are often overestimated.

At present when resources for road improvements are limited, the value of proposed improvements must be assessed. However many of the benefits of speed management such as environmental, community and quality of life impact do not have monetary values, but still need to be considered.

Effective speed management is part of creating a safe road environment and helps ensure the road is suited to the functions it supports

The Environment

Effective speed management can enhance an area. Residential areas can be more accessible to the vulnerable road user and more suited to walking and cycling. Town centres can thrive with speed managed to reduce the priority of motorised vehicles and help pedestrians feel comfortable and safer.

The emissions of both carbon dioxide and nitrogen oxide increase with the speed of traffic along with noise and vibration. At lower speeds, drivers are less likely to vigorously accelerate and if vehicles are more constant in their speed, pollutants such as particulates are lowered.

THE NORFOLK SPEED MANAGEMENT STRATEGY

This strategy has been developed taking the following County Council policies and strategies into consideration:

- The Local Transport Plan (LTP3)
- Transport Asset Management Plan (TAMP)
- Operational Network Management Plan (ONMP)
- The Highway Corridor
- The Norfolk Residential Design Guide.

The strategy remains a 'living document' and this updated version takes account of the new guidance issued by the DfT in Circular 01/2013, as well as changes in technology and society over the period since the last review. This period has seen significant progress in reducing road casualties on Norfolk roads, as well as changes in way national and local government, the police, and other stakeholders are now engaging with each other and the wider community to continue this progress.

This strategy therefore must be able to support an on-going delivery of actions by a range of stakeholders, based on a shared approach to the provision of:

- Speed limits
- Measures to reduce speed
- Education and publicity
- Speed Enforcement

This strategy offers a framework for the setting of local speed limits and deciding how and under what circumstances action should be taken to reduce speeds. Some aspects of roads policy which are of particular relevance to the setting of local speed limits include:

- Road Types – rural/urban, built-up/ non built-up
- Route Hierarchy – A-roads, B-roads, C- and U-roads
- Function (uses) – Movement, Access and Place, or mixed uses
- Standard – improved/unimproved
- Environment – schools, shops, vulnerable road users, etc
- Collision and Casualty History – numbers, rates and densities of KSI casualties
- Compliance – existing mean and 85th percentile speeds

Going forward the assessments of any new speed limits will be able to make use of the new Speed Limit Appraisal Tool to help us to assess the full costs and benefits of any proposed schemes.

In association with the police, Norfolk County Council, remains committed to keeping speed management and speed limits under review in order to:

- Maintain good levels of understanding, acceptance and compliance with speed restrictions in Norfolk

- Develop route management strategies which meet the needs of road users, and improve quality of life for local communities
- Encourage self-compliance, with speed limits seen by drivers as the maximum rather than a target speed
- Improve road safety

Over time, there is also an aim to provide a consistent message between the speed limit and what the road looks like.

Whilst it is believed that this strategy goes a long way to achieving this aim, improvement is always possible and your views in respect of this strategy are always most welcome.

SETTING LOCAL SPEED LIMITS

Introduction

The framework for setting local speed limits in Norfolk is set out below. This framework has been used to set speed limits depending on the road purpose and environment, in accordance with the Norfolk Speed Management Strategy. Targeted action is taken through publicity, enforcement and engineering/ environmental measures, to achieve improved levels of compliance, reduce collisions and casualties, and also to respond to public concerns about speed issues.

Principal Roads and Main Distributor Routes

These are typically the A and B roads in Norfolk which carry traffic between the larger settlements, or are major urban network links for short – medium distance traffic. Some C roads are also included in these categories as described in the Transport Asset Management Plan (TAMP)

Not passing through settlements

Drivers on routes that link larger settlements will expect to be able to make progress at reasonable speeds within the national speed limits. Restrictions on speed should therefore be considered carefully, with the economic and environmental effects taken into account. In some circumstances a reduction from the national limit would be appropriate such as where the collision rate is above the average for the type of road and specific measures to address the problems cannot be identified. Such limits should be set at a level appropriate to the geometric standard of the road and so that the need for it is self-evident to motorists, or signing is used indicating that it is for accident reduction purposes.

Passing through settlements

The risk of collision increases within settlements and the selected speed limit should be appropriate to the potential dangers. Likely areas of concern within settlements will include junctions, private accesses, local facilities (shops, post office, schools, PHs, etc.), pedestrian activity (crossing the road, walking on footways, walking on the carriageways). In general, as the size of the settlement increases so too do the numbers of potential hazards. The need for a lower speed limit is therefore self-evident and reducing speed accordingly is accepted by motorists.

Moving traffic, particular at higher speeds, gives rise to severance and affects the quality of life in communities. A balance has to be struck between the needs of the community and the needs of motorists, particularly where roads are the main traffic routes in the County.

In order not to confront drivers with too many changes in speed limits it is suggested that they should be of at least 800m in length, with reductions to 400m as buffer zones or if the settlement is too small and provided the exit terminal signs are not visible at the entry point.

Suggested criteria for speed limits on Principal and Main Distributor Roads

In deciding upon a speed limit the issues to be considered should include the following:

National Speed Limit Roads (60mph)

- no facilities - shops, schools etc.
- only limited frontage development
- individual houses/small group(s) not exceeding 400m overall length
- roads of suitable standard

50mph Speed Limit

- few facilities - shops, filling station, PH, etc.
- almost entirely frontage development exceeding 400m overall length
- few junctions
- limited pedestrian/cycle activity
- limited reasons to cross the road
- roads of suitable standard for 50mph, particularly forward visibility

40 mph Speed Limit

- settlement has shop(s), school(s), PH, filling station etc.
- significant development on both sides of road, but not necessarily continuous, with some development in depth, overall frontage exceeds 400m in length
- junctions
- some pedestrian/cycle activity throughout the day with possible peaks associated with schools etc.
- some provision for pedestrians/cyclists or acknowledged need and possible warning signs
- lengths of road that more closely fit the conditions for a 50 mph limit but where the standard of road/forward visibility is more appropriate to 40 mph

30 mph Speed Limit

- settlement has a clearly defined core - town centre shopping area, village green, etc.
- numerous facilities generating pedestrian/cycle activity - schools, shops, PH, play areas, etc.
- almost continuous frontage development exceeding 400m in length
- significant development in depth
- numerous junctions
- significant pedestrian activity throughout the day with provision of footways and or crossings
- refer to the Norfolk Residential Design Guide (7.0 Design Details) for application

20 mph Speed Limit

- these limits would be appropriate in areas of high concentrations of vulnerable road users, such as in busy shopping areas or some village centres and residential areas
- the Norfolk Residential Design Guide sets out the approach which aims at 20mph for Feeder and Access Roads. These design speeds should be an integral part of housing estate layouts (see below and Chapter 7 of the Design Guide for more details)

Part-time 20 mph Speed Limits - Outside Schools

- consideration should be given to imposing 20mph restrictions at periods of high activity to avoid motorists being unnecessarily restricted.
- mandatory part-time limits can be implemented with timed variable message signs. This makes such schemes expensive compared to advisory part-time 20 mph limits which can use static signing
- such advisory speed limits would be appropriate in school zone areas in conjunction with other measures to support safety for school journeys.

HGV Access Routes, Access Routes

Not passing through settlements

While the speed limit on these routes should normally be the national speed limit (60mph), there may be circumstances where a lower limit would be appropriate such as where the collision rate is above the average for the type of road and no specific measures to address the problems can be identified or where special policies apply (e.g. Norfolk Coast Transport Strategy). Where such a lower limit is introduced the limit should be appropriate to the geometric standard of the road so that the need for it is self evident to motorists, or signing is used to explain that it is for accident reduction purposes.

Passing through settlements

The issues here are similar to those for settlements on the Principal Roads and Main Distributor Routes network. However, in most cases the traffic flows are much lower and it is possible to give more priority to protecting local communities. The norm should be that these settlements are covered by a 30 mph limit; with the possibility of 20 mph limits in the immediate vicinity of schools or areas with concentrations of vulnerable road users.

Town/City centre roads

The aim of any traffic management system in a town centre should be ensure that pedestrians can move about with relative ease and safety and hence facilitate a vibrant town centre. In this context a Town Centre refers to street(s) which contain a predominance of commercial/retail premises with significant numbers of vulnerable road users. Measures must not be detrimental to the visual environment and where possible should make a positive contribution to it. It is suggested that the existing national standard of 30 mph should be the norm with provision of sufficient

pedestrian crossing facilities. 20 mph zones may also be considered for implementation in Town Centres. This means that Town Centres containing a Main Distributor or Access Road would be restricted by the 20 mph zone if one was present.

New Roads in Residential Areas

Current County Council guidance to potential developers (in the Norfolk Residential Design Guide) recommends that residential roads other than residential link roads within large developments be designed to 20 mph or lower speeds.

Existing Roads in Residential Areas

- **Spine Roads in Residential Areas**

These should be restricted to 30 mph, with a 20 mph limit considered outside schools or shopping parades and pedestrian crossings to local facilities or on routes to schools to address specific hazards.

- **Cul-de-sacs in Residential Areas**

The Norfolk Residential Design Guide suggests that such roads be designed to 12 mph though since no Traffic Order can be drafted to provide such a speed limit such roads should certainly be restricted to 20 mph.

- **Other Roads in Residential Areas**

While these are included within the blanket 30 mph limit covering residential areas there are likely to be limited safety benefits arising from the introduction of a 20 mph limit. However, such limits should be promoted as part of an area wide scheme to support the local economy, encourage sustainable local travel, improve the quality of life in our communities and contribute to wider public health outcomes.

ACTION AND INTERVENTION LEVELS

Introduction

The basis of the Norfolk Speed Management Strategy is to both set appropriate speed limits and achieve a reasonable level of driver compliance with those limits. Each of the two aspects are relevant in deciding what action may be needed.

Potential or proposed changes to speed limits should be based on the following assessments:

1. What is the function of the highway corridor and the surrounding environment? A balance needs to be struck between 'movement', 'access' and 'place' functions. Where the former predominates, the economic benefits of continued progress at a reasonable speed are priorities and a higher speed limit is likely to be more appropriate. Where ease of access or a sense of place are of greater importance, quality of life and social interaction may benefit from a lower speed limit.
2. Casualty numbers. Are the accident rate and/or severity pattern higher than expected?. Lower standard rural routes and mixed use urban and village streets are typical areas where this may be the case. A lower speed limit or interventions to improve existing speed limit compliance may be appropriate.
3. The need to increase walking and/or cycling and whether a lower speed limit would help encourage this. Whilst likely to apply in urban areas and in the vicinity of schools this may also warrant consideration in tourism-based or National Park areas.

The aim of all speed limits should be to achieve good compliance. Where a speed limit is set too low and is 'out of kilter' with a drivers' perceptions' of a reasonable, safe speed compliance is likely to be poor. If unrealistic low speed limits are widespread, this leads to a lack of respect and poor compliance with speed limits in general.

However, there will also be locations where a drivers' speeds are too high for the prevailing local environment and further intervention is required to achieve good compliance with the existing or a lower speed limit.

In many cases the decision to introduce a new speed limit can be supported using the assessment principles above. For cases where the decision may be harder to evidence or may be subject to challenge from other stakeholders, the Department for Transport has issued a Speed Limit Appraisal Tool which can be used to provide a more detailed assessment.

SPEED MANAGEMENT MEASURES

Introduction

The management of speed on the highway falls generally into two types of measure. They are:

- **Persuasion Measures** - Techniques which seek to influence the driver's perception indirectly to bring about a reduction in speed.
- **Physical Measures** - Techniques which directly influence the driver's behaviour to bring about a reduction in speed.

The full range of speed management measures should be considered within the design of the highway and implemented through programmed improvements. In addition, some persuasion measures can be delivered by others, including the communities themselves, working under the supervision of the police or Council staff.

All signing on the highway must comply with the Traffic Signs Regulations and General Directions (TSRGD) 2002 but the dimensions and frequency of signs should be designed to suit the location.

This section describes the range of measures used in Norfolk, which help to manage speeds through a combination of persuasion and physical control.

Speed Limit Warning Signs

Where existing speed limits are ignored by motorists there may be some merit in experimenting with temporary 'reminder signs' which could be erected in parishes if justified concerns about non-compliance were raised.

Yellow rectangular backing boards are often used to give added emphasis, or to address road safety concerns. However, they can be very intrusive and should only be used as a last resort. If there are problems with the visibility of a sign to drivers, the first step is to consider if the sign is in the right place and is the right size. A less intrusive way of increasing visibility might be to use a sign that is one size larger, rather than adding a backing board, however research has shown that larger speed limit signs are unlikely to have a lasting impact on drivers if the speed limit is inappropriate for the road.

Unnecessary use of backing boards can also negate the feature of a sign that makes it stand out and if too many signs have yellow backing boards, the highlighting effect is lost.

The existing County Council policy document 'The Highway Corridor' recommends that sign proliferation (including speed limit signs) in rural areas must be minimised at all times to prevent urbanisation. In rural areas,

DfT will now consider allowing trials of 40mph zones with reduced signing requirements. This could benefit sensitive areas such as national parks. DfT will consider issuing site specific authorisations in response to requests from local authorities.

Gateway Schemes

Monitoring of gateway schemes to date suggests that these schemes have only a minimal impact in speed management terms when used in isolation.

Where the speed limit commences at the village boundary, the village nameplate sign and speed limit roundel may be mounted together. The combined sign should be located at the point where the speed limit starts, and it may be helpful if drivers can see housing at the same time as the signs, reinforcing the visual message for reduced speed.

In combination with other speed management measures the gateway features provide a useful element in toolbox of persuasion measures. However they are a liability, and will be supported only where a parish council is willing to maintain them. Support is available via the Parish Rangers and the Council will maintain the speed roundels which are legal requirement.

This measure provides parishes with a means to buy-in to speed management in their village, and an opportunity to enhance the impact of persuasion effects through the addition of planting etc.

Speed Reactive Signs

In Norfolk there are currently around 500 signs across the county and warn of specific hazards such as bends or are implemented as part of a speed limit to provide further reinforcement. Advances in technology have enabled these signs to be more compact, brighter and efficient. They can be linked to vehicle detection radar to tackle very specific issues as part of a package of speed management tools.

While such signs should only be used where they will be effective, ie, where a reduction in speed can be expected, in Norfolk the signs perform very well and can assist in achieving better compliance with speed limits or to influence speeds at hazards such as bends and junctions. The signs are also particularly useful in environmentally sensitive areas and can be self-sufficient in generating the power they need, thereby avoiding intrusive and costly excavation.

Further applications have now been introduced in school safety zones as we now have powers to introduce 20 mph speed limits that apply only at certain times of day. These variable limits are particularly relevant where for example a school is located on a road that is not suitable for a full-time 20 mph zone or limit, such as a major through road.

Permanent speed reactive signs are seen as an effective measure in Norfolk, and we have expanded their use through such initiatives as the Parish Partnerships programme. However there is a concern that over-use of this measure could lead to diminishing effectiveness over time and we are keeping this under review.

Temporary speed reactive equipment is also deployed in Norfolk in response to

community safety concerns. The SAM and SAM2 systems provide a temporary Speed Activated Message (SAM) system which can be moved from location to location to provide enhanced persuasion for drivers at problem sites. SAM2 is also used by Community Speed Watch volunteer groups under the direction of police.

The ‘Self-Explaining’ Road (SER)

Some of the physical measures described in the following section force the road user to reduce speed - but they may also reinforce the idea of priority for motorists. Another approach is to re-design the road environment in order that drivers are persuaded to reduce speed voluntarily. This technique is called the ‘Self Explaining’ Road. In essence the ‘Self Explaining’ Roads (SERs) concept advocates a traffic environment that elicits safe behaviour simply by its design. By designing a road environment that accords with the actual speed limit drivers could be persuaded to choose that appropriate driving speed more or less automatically.

This approach to speed reduction and traffic management is informed by the Safe Systems approach to road safety, which refers to the four components of the System as:

- Road Users
- Vehicles
- Roads and roadsides
- Speed Limits

The Self-Explaining Road approach involves looking at the last two of the components in combination to achieve a consistent message between speed limit and what the road looks like.

The SER approach should be employed particularly within the villages and urban centre environments by influencing driver behaviour through ‘softer’ engineering options such as changing road surfacing and the removal of visually intrusive signs and lines.

Such schemes are significantly cheaper than schemes employing ‘harder’ engineering measures such as ramps, speed humps, and tables.

Such measures are incorporated into the design of new housing developments where possible as the principle of self-enforcing driver behaviour as a result of an appropriately designed environment is an important aim of speed management policy.

Speed Limits

Speed limits will be set in accordance with the framework detailed in Chapter 1 of this document. Speed Limits should not be used to attempt to solve the problem of isolated hazards, for example a single road junction or reduced forward visibility such as at a bend, since speed limits are difficult to enforce over such a short length. The full range

of speed management measures should be considered before a new speed limit is introduced.

On Street Parking

When considering the need for waiting restrictions it is necessary to assess the potential impact on vehicle speeds, and managed parking could assist in speed reduction in streets. It is considered, therefore, that waiting restrictions should not be introduced where there is a likelihood that vehicle speeds would increase significantly or where the perceived traffic calming benefits would be out-weighted by the increase in traffic speed creating a consequential reduction in the overall safety of vulnerable road users.

Pinch Points/Chicanes

Many motorists appear to find pinch points/ priority working/chicanes to be confusing. The pinch points often appear to look like 'after thoughts' to the design process. They are prone to vandalism and if not well maintained can look untidy. For these reasons it is considered that, in general, these measures should be avoided. Where they are necessary, however, they should be designed to complement the streetscape or surroundings in which they will be placed by the use of appropriate materials which are robust and generally vandal resistant.

Contrasting Colour Surfacing

In view of the very high environmental impact of this measure and subsequent maintenance costs it is considered that coloured surface treatment should not generally be used for traffic schemes except when:

- other accident remedial measures have been considered or tried or been unsuccessful;
- used as part of a larger more comprehensive traffic management scheme;
- on restricted sections of traffic lanes which require stronger visual designation/
- separation for specific purposes i.e. cycle lanes, advance stop areas or bus lanes;
- or
- in significant vehicle/vehicle conflict zones at junctions.

If, after further consideration and deliberation, a colour is considered necessary, for example to emphasise School Zones, Village Zones (as in the Self-Explaining Road) then only coloured aggregate will be considered.

Coloured surface screeds will not be considered acceptable due to their poor performance, high initial cost and poor maintenance record. In environmentally sensitive areas consideration must be given to their visual impact and the use of other materials may be permitted to achieve the change of colour.

Ramps, Humps and Cushions

Because of their physical presence on the highway these measures have proved very successful in reducing vehicle speeds and accidents for vulnerable road users. There are, however, a number of significant disbenefits that include:

- increased maintenance costs;
- possible increase in vehicular noise particularly HGVs'.
- can lead to an increase emissions if drivers use inappropriate gears
- can be uncomfortable to bus passengers
- 'urbanising' effect on villages

Whilst it is accepted that the above disbenefits will not affect all residential roads it is considered that the general presumption will be that these physical measures should not be used unless all other options and measures have been considered and are believed to be inappropriate.

If such measures are considered appropriate then the type chosen will depend largely on the needs of vulnerable road users and the type of traffic using the road in question. For example:

- Flat top road humps should only be used at locations where there are concentrations of vulnerable road users needing to cross the road. The road hump should provide a flush crossing thus offering benefits to the disabled. These will be at crossing points highlighted by residents or at intersections with Strategic Walking/Cycling Networks.
- On bus routes cushions should be used, except as indicated above, where pedestrians and cyclists to be given priority over other modes.
- In all other locations where road humps are considered appropriate they should be of a round top profile with tapered edges. When considering construction of the above, the hierarchy of construction materials is as shown in the Highway Corridor document.

20mph Zones and Limits

Successful 20mph zones and 20 mph speed limits are generally self-enforcing, i.e. the existing conditions of the road together with measures such as traffic calming or signing, publicity and information as part of the scheme, lead to a mean traffic speed compliant with the speed limit. To achieve compliance there should be no expectation on the police to provide additional enforcement beyond their routine activity.

It is important to consider the full range of options and their benefits, both road safety and wider community and environmental benefits and costs, before making a decision as to the most appropriate method of introducing a 20mph scheme to meet the local objectives and the road conditions.

20mph zones are predominantly used in urban areas, both town centres and residential areas, and in the vicinity of schools. They should also be used around shops, markets, playgrounds and other areas with high pedestrian or cyclist traffic, though they should not include roads where motor vehicle movement is the primary function.

Under the new guidance in Circular 01/2013, we can now place any of the following measures to support 20mph speeds:

- Repeater speed sign
- A speed roundel road marking
- Or a combination of both these signs
- Traffic calming features

Only where speeds are already constrained to near the limit do we consider placing the speed limit sign or roundel marking, in addition to physical features within a zone. The vast majority of traffic calming measures in use are speed humps, tables, cushions or rumble devices (so called vertical deflections). We will keep the use of all measures under review as road user behaviour and speed management outcomes develop over time.

Speed Enforcement

Speed limit and traffic light enforcement cameras are an effective method of encouraging better compliance with speed limits their use in Norfolk is detailed in Speed Enforcement.

The County Council is very supportive of camera enforcement at the appropriate locations and works closely with the police under a Safety Camera Partnership (SCP). An aim of the SCP is to offer educational courses as an alternative to prosecution for some speeding offences, and these courses generally receive positive feedback from those attending.

Education, Training and Publicity

A Strategy for the delivery of education and training to key target groups in Norfolk, and the deployment of campaigns, is described under Education, Training and Publicity.

EDUCATION, TRAINING AND PUBLICITY

Introduction

Norfolk County Council's Casualty Reduction Section delivers Road Safety Education and Training in school and community settings. There are 4 Road Safety Officers, around 20 Road Safety Assistants and countless volunteer instructors, all of whom deliver the highest quality schemes throughout the year.

All of these schemes are free at the point of delivery and provide an essential introduction to safe road use; an introduction that will serve to establish patterns of positive behaviour. These educational sessions make reference to the speed of vehicles, in the context of pedestrian or cycle use and the need to wear seat belts as passengers. During Year 11 the next generation of drivers take part in an interactive discussion covering the choices and behaviours made by drivers and passengers, again reference is made to the thinking behind choices of speed when driving or rising a vehicle.

For more details of the Road Safety schemes delivered by the team, please have a look at the team's web pages, at

http://www.norfolk.gov.uk/Travel_and_transport/Road_safety/Road_safety_education/index.htm

For the road users of Norfolk who hold full licences in any category there is a wide range of courses available to enhance safety and economy whilst reducing emissions; these are delivered by the Driver & Rider Development Team, part of the Casualty Reduction Section of Norfolk County Council. The team comprises of 7 full time staff, over 20 sessionally employed DSA Fleet Trained Approved Driving Instructors (ADI's) and 4 Registered Motorcycle Instructors.

The Instructors have been carefully selected and trained to deliver a variety of schemes; many of them have their own specialities and the team as a whole has a wealth of qualifications and experience. Norfolk County Council invests time and resources in training the Instructors, this helps us to maintain a motivated, skilled and focused team who deliver to a consistently high standard.

One intervention delivered by the team on behalf of Norfolk Constabulary is the National Speed Awareness Course. This four hour course covers a range of subjects from speed management to hazard perception to driving more fuel efficiently and is offered as an alternative to prosecution. All of the courses delivered by the team will feature speed management, both in the context of speed limits and management of hazards. For more details of the Road Safety schemes delivered by the team, please have a look at the team's web pages, at

http://www.norfolk.gov.uk/Travel_and_transport/Road_safety/Driver_and_Rider_Development/index.htm

Casualty Reduction Publicity is managed by the Road Casualty Reduction Group, our very successful partnership organisation. Think! Norfolk is the brand name used

by the partnership of agencies committed to reducing the number and severity of casualties on Norfolk's roads.

The title makes a deliberate connection with the Government's own Think! advertising, with the inclusion of Norfolk because it is in our County that we focus our work. The partnership is made up of representatives from Norfolk Fire and Rescue Service, Norfolk Constabulary, East of England Ambulance Service NHS Trust, Safety Camera Partnership, Highways Agency and Norfolk County Council.

The collective work of the partners provides the following:

- Re-engineering the roads and pavements to improve safety.
- Publicity campaigns to change the attitudes that lead to risk taking behaviour on the roads.
- Education and advice on how to reduce road risk
- Training to improve the skills of road users.
- Targeted enforcement.
- Effective emergency response to road traffic collisions

Our research shows that key road users for casualty reduction are motorcyclists, older drivers, younger drivers and vulnerable road users. Much of the work of Think! Norfolk is therefore aimed at these three groups, but without losing sight of the fact that tomorrow's drivers are today's children. If you would like to know more about the working arrangements of the partnership please see the web site at <http://www.think.norfolk.gov.uk/>

SPEED ENFORCEMENT

Introduction

Norfolk Constabulary supports the principles outlined in this document as part of their approach to collision and casualty reduction. Many studies have indicated speed is a factor in up to 1/3rd of injury collisions. The findings have many similarities but their interpretation and any proposals vary.

Whilst there is no single solution and no simple solution we need to, as far as possible, avoid complexities. Speed enforcement depends upon continued development of effective partnerships with the County Council, Magistrate's courts, schools and other partners. This approach must ensure that all avenues for speed compliance are fully exploited and that there is not a sole reliance on sanctions.

What is excess speed?

'Speeding' is not just exceeding a speed limit, but more commonly inappropriate speed. That is riding/driving within a legal limit but too fast for the prevailing conditions and circumstances, for example not allowing for the volume of traffic on the roads or adverse road and weather conditions. Collisions involving excessive or inappropriate speed can often be attributed to a poor standard of driving.

Police approach

Our prime commitment is towards casualty reduction. Our strategy is focused upon:-

- specific Cluster Sites (where focus is upon manoeuvres and time/day)
- Core Routes (which change quarterly and are generally the main roads)
- Target Routes (small sections of road identified as a short-term site of interest).

Our approach is not to maximize the number of offenders we catch but to target collision locations with a balance of advice and education and as a final measure, enforcement. The level at which a prosecution will be initiated is dependent on the circumstances at the time. The Police Officer dealing with the offence will use his/her discretion and judgement and the Constabulary's Speed Enforcement Guidelines as to the most appropriate course of action.

Targeting

The number of drivers/riders prosecuted is, in itself, meaningless. We must all be satisfied that we are dealing with speeding where it really matters: where lives are being saved. There is a need to gather management information on collisions, identify hotspots, and target speed reduction resources accordingly. In other words, it is quality, not quantity that counts.

Targeting means making sure that enforcement action is directed primarily on those whose behaviour gives rise to the most serious risks, often at identifiable locations or identifiable circumstances. Like all other speed management measures enforcement action must be focused and prioritised.

Speed Detection

Prosecution of drivers for speeding is no longer solely reliant upon Road Policing officers providing the evidence. The boom in technology has now not only enabled easier detection of speeding offences, but also the remote detection of them. Camera enforcement is simple, but expensive. Officers have a plethora of equipment at their disposal, hand-held laser radar guns, vascar and other mobile detection devices, including mobile cameras.

Speeding is one of the main 'Fatal Four' contributory factors in Killed or Serious Injury Collisions (KSIs). The other 3 are not wearing a seatbelt, driving and using a mobile phone and drink/drug driving. Norfolk Constabulary uses various methods of speed enforcement; all have the simple aim of slowing vehicles down and therefore reducing the level of injuries in the event of a collision.

There are a number of fixed and mobile sites where safety cameras are used. All of the fixed sites and the vast majority of the mobile sites are locations where there is a history of KSIs. The remainder of the mobile sites are locations that have been identified in response to speeding complaints and safety concerns from concerned communities.

Police officers from Safer Neighbourhood teams and Roads Policing also visit complaint sites with hand-held speed detection devices. This provides an opportunity to engage with motorists, to discuss road safety issues and voice the concerns of communities. Roads Policing officers are also tasked daily to visit locations that have had recent or current KSI collisions to present high visibility reassurance and to conduct fatal four enforcement, including speed (the others are drink driving, seat belt and mobile phone use).

An important direction for Norfolk Constabulary, working closely with Norfolk County Council, is the diversion from prosecution for driving offences to an educational course as an alternative to issuing a fixed-penalty notice. The Driver Improvement Scheme is run by NCC and covers a variety of offences, including speeding.

Speeding Complaints

The police will focus their visits on sites with a casualty history. When we receive a complaint in relation to excess speed at a particular location, it will be acknowledged and fully investigated. The accident database for the site and surrounding area will be searched and further information gleaned by the use of data gathering equipment and/or site visits. Depending upon this analysis then officers may conduct speed checks. In all cases the complainant will be kept informed of our activities and findings.

Child Casualties

Studies of the conflicts between children and moving motor vehicles have shown

inappropriate speed and social deprivation as particular features. We will support child education initiatives, particularly those within schools. We will support road engineering schemes and 20mph limits near to schools although we acknowledge that only approximately 20% of child casualties occur on the journey to or from school.

National Speed Awareness Course

This is a four hour course delivered by The Driver and Rider Development Team of Norfolk County Council. This course covers a range of subjects from speed management to hazard perception to driving more fuel efficiently. Drivers/riders are referred as a diversion from attending court under certain circumstances. Attendance on the course benefits in many ways including an opportunity to educate drivers/riders on road safety issues.

Conclusion

Norfolk Constabulary is committed to work in partnership with the County Council and all partners towards reducing casualties on our roads. We fully support the use of traffic management techniques and calming measures to reduce vehicle speeds.

School 20mph Limit Assessment Matrix

School	Parish	Type	5yr PIAs	no. of pupils	Walking/Cycling catchment	Traffic Flow	Existing Ped Crossing Facilities	Other factors (eg. No footway, existing traffic calming, VAS etc)	TOTAL	Comment
Reffley Community School	Kings Lynn	Junior school	4	425	high 3	moderate 2	no 2	Traffic calming but speed concerns 1	76.5	Reffley lane access preferred
St Williams Primary	Thorpe St Andrew	primary school	3	414	high 3	high 3	yes 1	cul de sac off A1042 2	74.6	Need to clarify if treating A1042 is appropriate
Heacham Junior School	Heacham	Junior school	3	140	high 3	low 1	no 2	cul de sac off residential road 1	19.6	Treat pedestrian access on through route
Holt Community Primary School	Holt	primary school	0	184	moderate 2	high 3	yes 1	subway + pelican 1	18.4	
Scarning Primary school	Scarning	primary school	0	253	low 1	moderate 2	no 2	40mph limit 2	15.2	
Docking Junior school	Docking	Junior school	2	120	moderate 2	moderate 2	no 2	B road 2	14.4	
Necton VA Primary School	Necton	primary school	1	173	moderate 2	low 1	no 2		13.9	
Gresham's School	Holt	Prep & Pre-Prep	0	200	low 1	moderate 2	yes 1	low local catchment 1	12.0	
Buxton Primary School	Buxton	primary school	0	136	moderate 2	moderate 2	no 2	on sweeping bend/junction 2	10.9	
West Lynn Junior	West Lynn	Junior school	1	126	moderate 2	low 1	no 2	congested at peak times 1	10.1	
Redgate Junior School	Hunstanton	Junior school	0	105	high 3	low 1	no 2	cul de sac 1	8.4	Cul de sac but ped access off through route
Hempnall Primary School	Hempnall	primary school	0	93	moderate 2	moderate 2	no 2	limited footways 2	7.5	Parish/School funded?
Alpington and Bergh Apton VC	Alpington	Primary School	0	95	moderate 2	low 1	no 2		5.7	
Scole C of E VC Primary School	Scole	primary school	0	91	moderate 2	low 1	no 2	former A140 2	5.5	
St Andrews School	North Lopham	primary school	0	52	moderate 2	moderate 2	no 2	90 degree bend. Narrow footways 2	4.2	
Reedham Primary	Reedham	Primary school	0	57	moderate 2	low 1	no 2	village lane 1	3.5	
Gresham Primary School	Gresham	primary school	0	81	low 1	low 1	no 2		3.3	
Hainford Primary	Hainford	primary school	0	75	low 1	low 1	no 2	no footways 2	3.0	
Hapton Primary School	Hapton	primary school	1	32	low 1	moderate 2	no 2	B1135 2	2.6	
Harpley CE Primary School	Harpley	primary school	0	48	low 1	low 1	no 2	cul de sac 0	0.0	Cul de sac not appropriate
Gaywood Community Primary	Kings Lynn	primary school	0	210	high 3	low 1	no 2	cul de sac and existing 20mph 0	0.0	Existing 20 limits not appropriate
Kelling Village Primary School	Kelling	primary school	0	40	low 1	high 3	no 2	Existing 20mph speed limit 0	0.0	Existing 20 limits not appropriate

The assessment matrix aims to prioritise requests for School Advisory Part Time 20mph Speed Limits based on the following criteria:

- 1) Number of personal injury accidents (not just pedestrian) occurring within 100m radius of the school.
- 2) Number of pupils on school roll
- 3) Whether there is potentially a large number of children walking or cycling to school rather than being transported by car/bus.
- 4) Traffic flow – a high traffic flow means a higher risk for pedestrians and gives a higher weighting.
- 5) Are existing crossing facilities (e.g. pelican crossing) present?
- 6) Is there existing traffic calming or Vehicle Activated signing nearby.
- 7) Is the school located on a cul-de-sac?

The number of pupils at a school carries the greatest weighting, followed by the number of injury accidents. Traffic flow and potential for walking/cycling also increase the score for a particular school but to a lesser extent. If the school has existing crossing facilities or traffic calming this decreases the score, although there is an allowance for other risk factors such as limited footways to increase it. If the school is on a cul-de-sac, this defaults to giving the school a low priority although this is given a 'reality check' to see if there are other pedestrian accesses on through routes.

Better Broadband for Norfolk

Report by the Director of Environment, Transport and Development

Summary

Norfolk County Council (NCC) signed a contract with BT Group in December 2012 for the implementation of broadband infrastructure in areas of Norfolk that would not benefit from commercially deployed broadband. A joint NCC & BT Programme Team has completed the programme's Mobilisation Phase and commenced implementation. By the end of August:

- 106 planning Notifications / Application had been completed for the provision of fibre street cabinets
- Over 100 locations that will have access to Superfast broadband by the end of the year, had been announced.
- One new Head-end (Major Exchange) has been implemented and 10 existing Head-ends expanded (adding new equipment racks and line cards)
- Over 70 kilometres of fibre optic cable has been installed
- Three road closures using a Temporary Traffic Regulation Order (TTRO) have occurred
- 12 new fibre street cabinets (DSLAM) had been installed
- 1,282 homes and businesses have access to Superfast broadband services

Implementation is taking place in the most efficient technical order to deliver the maximum possible coverage. This means BT's design for Norfolk is based on a balance between the public subsidy required and the level of speed increase achieved.

The first Superfast broadband services made possible by the new infrastructure were available in July 2013, three months ahead of the contracted date.

Over 100 locations will have access to Superfast broadband by the end of the year.

Action Required

That Panel consider and comment on:

- (i) the activities described in section 2 of this report
- (ii) the Government's recent Spending Review which allocated a further £250 million to achieve 95% superfast broadband coverage across the UK by the end of 2017, described in section 3 of this report.

1. Background

- 1.1. County Councillors identified that the lack of broadband infrastructure disadvantages large parts of Norfolk both economically and socially. Broadband is identified in the Council's Economic Growth Strategy as a key infrastructure to support economic development.

NCC created a Local Broadband Plan which identified the following economic benefits, as achievable in Norfolk, if improved broadband infrastructure was implemented:

1,337 additional jobs over 10 years (equivalent to 0.61% of Norfolk's current private sector employment)

£88 million in additional annual Gross Value Added (GVA) by 2021/22 (estimated benefit to Norfolk's economy)

Discounting at 3.5%, as per HM Treasury guidance, the **present value of the net GVA impact is £401 million** over a ten year appraisal period

- 1.2. The BBfN Programme Team conducted a 'mini-competition' under the new National BDUK Framework Agreement and signed a contract with BT Group in late 2012.
- 1.3. A combined Norfolk County Council and BT Programme Team completed the Mobilisation stage of the programme as planned, at the end March 2013.
- 1.4. The Implementation Phase of the programme commenced early in 2013 and includes two major aspects:
- **Deployment** - the activities required to implement the infrastructure, including survey, design, implementation and commissioning of infrastructure
 - **Finance and Reporting** - because the programme is using Grant funding from Government, and must comply with European State Aid requirements, there are reporting obligations which must be met.

2. Better Broadband for Norfolk progress

To achieve the greatest coverage possible, for the investment available, the Council has not identified specific locations for upgrade as this would have created technical constraints on BT and lead to less coverage and speed uplift; instead, the Council specified the following objectives for the programme:

- To seek the highest possible levels of Superfast Broadband (24 Megabits per second +);
- Where Superfast Broadband is not achievable, Basic Broadband (a minimum of 2 Mbps) for all remaining Norfolk premises.

This means BT created a design for Norfolk based on a balance between the public subsidy required and the level of speed increase achieved.

Implementation is taking place in the most efficient technical order to deliver the maximum possible coverage. Each of eight phases will follow the same sequence of activities:

- Survey, design and detailed planning
- Building the infrastructure
- Installing and commissioning cabinets
- Internet Service Providers provide services

Superfast broadband supports the use of online services that involve large amounts of data, for instance watching films, video conferencing, gaming or allowing businesses to access 'cloud' based applications and services.

A final ninth phase will provide alternative technologies to ensure that any premises that does not have access to a minimum 2 Mbps, can do so. This will allow access to Internet services such as email and online shopping.

2.1. **Survey, design and detailed planning** activities allow BT's initial design to be tested and amended where necessary, taking an average of six to nine months per phase and including:

- Physical survey of existing infrastructure e.g. ducts
- Assessing and planning power requirements
- Assessing planning and highway issues, planning notification and road closure requirements. Norfolk has appointed a full time Highway Network Co-ordinator and developed an integrated set of processes in collaboration with District Councils. This approach has recently been recognised by the Secretary of State for Transport as representing best practice. By the end of August 106 planning Notifications / Application had been completed
- Finally, updating the BBfN website to identify the locations that will benefit from the specific phase. By the end of August over 100 locations that will have access to Superfast broadband by the end of the year, had been published on the programme's website www.betterbroadbandnorfolk.co.uk.

2.2. **Building the core infrastructure** these activities take approximately three to six months per programme phase:

- Implementing new Head-end exchanges or expanding existing ones. These provide the connections to the wider Internet and are located at key locations across Norfolk. By the end of August one new Head-end (Major Exchange) had been implemented and 10 existing Head-ends have been expanded

- Implementing Fibre Spines across Norfolk which link exchange areas to Head-ends. By the end of August over 70 kilometres of fibre optic cable has been installed
- Managing highway and planning activities. By the end of August three road closures using a Temporary Traffic Regulation Order (TTRO) have occurred.

2.3. **Installing and commissioning cabinets** these activities result in completion of infrastructure which allows Internet Service Providers (ISPs) to offer Broadband Service Packages. Each phase takes approximately three to six months:

- Implementing new fibre cabinets (DSLAM) adjacent to existing street cabinets (PCP). By the end of August 12 DSLAM had been installed.
- Implementing a new PCP and DSLAM in locations where there is no current PCP and then rearranging existing copper lines that are currently directly connected to an exchange, instead connecting them to the new cabinets
- Installing power supply to DSLAMS
- Implementing new fibre to connect the DSLAM to the fibre spine
- Setting up BT systems to allow ISPs to order broadband services on behalf of Norfolk residents and businesses
- Finally, update BBfN website to identify when services are available in specific locations. By the end of August 1,282 homes and businesses had access to Superfast broadband services.

2.4. **Finance**, because the programme involves public subsidy a range of financial and reporting requirements apply. This leads to a series of quarterly, annual and one-off activities:

Quarterly Financial Processes these activities allow BDUK Grant to be claimed and investment in the infrastructure to be made:

- BT provides Milestone Achievement Reports (MAR) with supporting evidence. This is essential as the Council only pays based on the achievement of specified outcomes. Following successful validation of the MAR the Council issues a Milestone Acceptance Certificate (MAC)
- Once in receipt of a MAC, BT submits a Milestone Payment Claim (MPC) with evidence concerning the type of costs incurred. This is essential as the Council can only pay for specified 'Eligible Costs'. Following successful validation the Council accepts the MPC and issues payment
- NCC submits a Grant Claim and agreed quarterly reports to DCMS, DCMS issues the grant payment within one month.

2.5. **Annual Activities** are required by DCMS including:

- BT submits annual accounts
- NCC submits Annual report to DCMS which must be signed off by Internal Audit and 151 Officer

3. **Resource Implications**

3.1. **Finance:** In addition to the £15.44M contribution from the Government's BDUK fund, the project involves £15M of Council match funding. Formal approval for the scheme was given by Cabinet and County Council as part of the 2012/13 capital programme.

In addition to covering the ongoing costs of supporting and maintaining the network, BT will make a £11.35 million contribution towards the cost of installing the fibre infrastructure.

The Government's recent Spending Review allocated a further £250 million to achieve 95% superfast broadband coverage across the UK by the end of 2017. Information has not yet been issued concerning the allocation of this funding, however it is likely that match funding will be sought. When further information is available, options will be considered and a report submitted to members.

3.2. **Staff:** None

3.3. **Property:** None

3.4. **IT:** None

4. **Other Implications**

4.1. **Legal Implications:** None

4.2. **Human Rights:** None report for information only

4.3. **Equality Impact Assessment (EqIA):** None report for information only

4.4. **Communications:** None report for information only

4.5. **Health and Safety Implications:** The Framework contract includes Health and Safety obligations that BT must adhere to.

- 4.6. **Environmental Implications:** The environmental impact of BT's proposals and, specifically, what steps BT will take to minimize the environmental impact of the programme were assessed as part of Norfolk's procurement process.
- 4.7. **Any other implications:** Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.
5. **Section 17 – Crime and Disorder Act**
- 5.1. This project has no implications in relation to Section 17, Crime & Disorder Act.
6. **Risk Implications/Assessment**
- 6.1. Risks have been identified and managed using the Corporate Risk Management Framework. The BBfN Steering Group has regularly reviewed programme risks and proposed mitigations.

Action Required

That Panel consider and comment on:

- (iii) the activities described in section 2 of this report
- (iv) the Government's recent Spending Review which allocated a further £250 million to achieve 95% superfast broadband coverage across the UK by the end of 2017, described in section 3 of this report.

Background Papers

Local Broadband Plan

Officer Contact

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1st annual review of the equality assessment of ETD services

Report by the Director of Environment, Transport and Development

Summary

In July 2012, this Overview and Scrutiny Panel endorsed an equality assessment covering all ETD services. The assessment was a pilot approach and was the first time that this type of assessment had been carried out in the County Council. It was carried out to examine whether ETD services impact on any particular groups of potentially vulnerable residents and, if so, to what extent their needs are being met across services commissioned and delivered.

When the assessment was developed it was intended to carry out a review each year so that, for example, any new evidence sources could be taken into account. It also enables a better understanding of the progress being made. This report sets out the findings of the first annual review of the assessment.

Overall, the review has concluded that a lot of very positive work has been undertaken which will have a long-term positive impact on how ETD's services are delivered to vulnerable groups.

A lot of progress has been made in the department since the original assessment was developed in July 2012. Staff have increased their confidence, knowledge and awareness around equality issues and how they relate to their role and this should pave the way for further positive developments. In addition, a number of positive actions have been taken forward as part of the department's improvement plan, using feedback from disabled people to develop new guidance for highway designers to enable equality issues to be identified at an early stage of projects.

It is intended to continue to progress the existing actions in the ETD equality improvement plan. In addition, the annual review has identified some additional areas of focus for 2013/14, including continuing to develop bus driver training with bus operators and disabled people.

Action Required

The Overview and Scrutiny Panel are asked to:-

- (i) Note the findings of the annual assessment, including the areas of focus for the 2013/14 improvement plan.
- (ii) To continue to monitor progress against improvement plan actions in the ETD performance dashboard.

1. Background

- 1.1. In July 2012, the Panel endorsed an equality assessment covering all ETD services. The assessment was a pilot approach and was the first time that this type of assessment had been carried out in the County Council.
- 1.2. The purpose of the assessment was to examine whether ETD services impact on any particular groups of potentially vulnerable residents and, if so, to what extent their needs are being met across services commissioned and delivered.
- 1.3. At the time, the assessment found that the majority of ETD services particularly impact on disabled and older residents. There was work being undertaken to promote equality and improve accessibility across services. Examples of good practice were working with disabled people to identify service planning priorities on transport and targeting trading standards work with vulnerable consumers.
- 1.4. When the assessment was developed it was intended to carry out a review each year so that, for example, any new evidence sources could be taken into account. It also enables a better understanding of the progress being made.
- 1.5. This reports sets out the findings of the first annual review of the assessment, and a copy of the annual review is included at Appendix A.

2. Approach taken for the annual review

- 2.1. As the original assessment was completed just over a year ago, this first annual assessment has been fairly light touch. The first element was to check that the description of ETD services from the assessment, and an update version is included in the following section. This has been included as although there are many statutory functions that the Department has to perform where the legislation has not changed since the original assessment, there have been some small changes to the overall service for example taking on new Flood and Water Management responsibilities.
- 2.2. The original July 2012 assessment included a section detailing the impact of ETD services on potentially vulnerable people. For completeness, this has also been reproduced in this revised version. However, the section is unchanged because the issues themselves will not have changed materially since the original assessment was compiled.
- 2.3. A desk-top exercise was undertaken to identify what activity had taken place since July 2012. The work that is 'normally' undertaken by each department, which was included in the 1st assessment has not been included here, only additional, new or different activity has been included.

3. Findings of the review

- 3.1. This review concludes that a lot of very positive work has been undertaken which will have a long-term positive impact on how ETD's services are delivered to vulnerable groups.

- 3.2. A lot of progress has been made in the department since the original assessment was developed in July 2012. Staff have increased their confidence, knowledge and awareness around equality issues and how they relate to their role and this should pave the way for further positive developments.
- 3.3. A number of positive actions have been taken forward as part of the department's improvement plan; these are set out in section 5.0 of the attached, and include:-
- A review of all ETD strategies and policies is taking place to identify which have dedicated Equality Impact Assessments (EqIA), which do not and whether the EqIA needs to be updated. Work on those identified as high priority are underway;
 - As a result of a complaint made by a disabled member of the public, a project has been set up to look at how accessibility issues can be addressed as part of the new streetworks permit process that is being developed.
 - Developed new guidance for highways project designers to help ensure equality issues are identified at the concept stage of schemes. The followed on from work with disabled people to visit some schemes on site to discuss and identify potential accessibility issues and how they could be addressed.
 - The Trading Standards business engagement team are working with a Black, Asian and minority ethnic (BAME) community organisation to develop links with BAME businesses, in response to the fact that there are a disproportionate number of prosecutions for breaches of trading standards requirements from BAME businesses.
 - Mystery shopping exercises with bus operators, designer and delivered by disabled residents.
 - Staff have access to four new e-learning training modules relating to equality, and these have been/are being completed by relevant front line staff and managers;

4. **Areas of focus for 2013/14**

- 4.1. It is intended to continue to progress the existing actions in the ETD equality improvement plan. In addition, the annual review has identified some additional areas of focus for 2013/14; these are set out in Section 7 attached and include:-
- Continuing to make use of the data and evidence captured to better understand our service users and their needs, including promoting awareness of the data and evidence available and gathered.
 - To continue to test the new guidance for highway designers with disabled residents and to devise a robust process for engaging disabled people on schemes at the design stage.
 - To continue to engage with BAME businesses about provision of information on Trading Standards requirements.
 - Continuing to develop bus driver training with bus operators and service users. Note some work with the Youth Parliament is already underway.

5. **Resource Implications**

5.1. **Finance** : There are no financial implications results from the assessment or action of the improvement plan actions.

6. **Other Implications**

6.1. **Legal Implications** : the County Council is a public body listed as being subject to both the General and Specific Duty requirements of the Equality Act 2010. The ETD assessment supports the delivery of these responsibilities.

6.2. **Equality Impact Assessment (EqIA)** : This report sets out a range of opportunities and actions taken to improve service provision.

6.3. **Any other implications** : Officers have considered all the implications which members should be aware of. Apart from those listed in the report (above), there are no other implications to take into account.

7. **Section 17 – Crime and Disorder Act**

7.1. Hate crime e-learning training has been rolled out across ETD to help ensure staff are able to recognise and report hate incidents on behalf of vulnerable service users.

Action Required

The Overview and Scrutiny Panel are asked to:-

- (i) Note the findings of the annual assessment, including the areas of focus for the 2013/14 improvement plan.
- (ii) To continue to monitor progress against improvement plan actions in the ETD performance dashboard.

Background Papers

[Report to ETD O&S Panel 11 July 2012 – Equality Assessment of ETD services \(item 11\)](#)

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1st Annual review of equality assessment of environment, transport and development services commissioned or delivered by Norfolk County Council

September 2013

1.0 Introduction

- 1.1 In July 2012 ETD Overview and Scrutiny Panel were presented with an equality assessment of the department's services. Since that time, an improvement plan has been developed, the progress against which is monitored on the performance dashboard regularly presented to this Panel.
- 1.2 A light touch review of progress made since the original assessment was approved in July 2012 has been carried out – a first annual review of the assessment. It has included gathering up to date information about service usage and impact (where there is more up to date information) and considering key areas of focus for the improvement plan.
- 1.3 This document sets out the revised assessment.

2.0 Overview of ETD services

- 2.1 The majority of ETD services are **universal services**. This means that they benefit or are used by all Norfolk residents, communities and visitors, which includes people with protected characteristics or who are potentially vulnerable. ETD services are grouped into five main areas:
- 2.2 **Economic Development and Strategy (EDS)**
 - 2.2.1 This service delivers activities that enable the County Council to lead on strategic economic issues, including sustainable growth and regeneration. In terms of the Council's core role, interventions are focused on 'speaking up for Norfolk', 'economic infrastructure' and 'enabling communities' This includes coordinating skills development activity across the county and accessing external funding that targets specific groups, e.g. the Future Jobs Fund, devised by the last government, which, in Norfolk assisted young people back into work. Generally, the work of the service is around influencing and working in partnership - such as via Norfolk's Employment and Skills Board, rather than direct delivery of services to the affected groups.
- 2.3 **Environment and waste**
 - 2.3.1 The environment service contributes to the protection and enhancement of Norfolk's environment, through the adoption and implementation of sustainable policies and programmes. It also manages the Norfolk Trails network of long distance footpaths and operates the Norfolk and Suffolk Gypsy and Traveller service.

- 2.3.2 The Historic Environment Service records, protects and manages Norfolk's archaeology and historic environment for our own and future generations, providing information and advice and working with a wide range of partners, trusts and local communities to develop and deliver externally-funded heritage projects.
- 2.3.3 The waste service manages Norfolk's local authority collected municipal waste sustainably. This in turn meets national and European targets and statutory requirements for waste. Whilst Norfolk's seven Waste Collection Authorities provide recycling services direct to householders within their respective areas, the County Council provides strategic facilities to which householders can take their own household waste. The County Council currently provides 20 Recycling Centres throughout Norfolk.

2.4 Highways

- 2.4.1 This service ensures that the highway is safe and reliable for all highway users through a variety of activities including routine maintenance, construction, design and delivery of infrastructure works. The County Council is responsible for maintaining nearly 9,800km of road, linking the county's three main urban areas of Norwich, Great Yarmouth and King's Lynn with 21 market towns, 529 parishes and the rest of the UK. Ensuring that residents, visitors and businesses can get to, from and across Norfolk is essential for everyone.
- 2.4.2 The Transport Asset Management Plan (TAMP) sets out how the County Council will deliver its responsibilities in terms of managing Norfolk's highways infrastructure, including the Public Rights of Way network. Whilst most of the plan covers management of roads, there are a number of sections which deal with other issues such as street lighting, signage, cycle ways and footways. A programme of systematic inspections for the highway network is in place. The Operational Network Management Plan (ONMP) sets out how the Council works with other local authorities, public and private organisations to deliver an efficient and safe highways network. It deals with the co-ordination and management of the competing demands of users of the existing highway network and planning for the future. The ONMP explains what we do now and plan to do in the future to:-
1. Keep the highway network available as much of the time as possible, communicating this in an accurate and timely manner.
 2. Plan to minimise disruption on the network for the travelling public, businesses and communities by improvements to travel time reliability and minimising congestion.
 3. Influencing others and providing evidence for decision making processes of the effects of travel demand changes and growth.
 4. Reduce the number and severity of road casualties.

2.5 Public Protection

- 2.5.1 This service protects consumers by ensuring a fair trading environment, deals with emergency responses and recovery and manages planning applications for developments associated with mineral production and waste management. It also deals with compliance with planning law (this does not tend to cover accessibility issues) and influences positive change by engaging actively with other services across the County Council and partner organisations to support work with targeted vulnerable groups such as Homeshield and supporting the Fire Service Crucial crew.

2.6 Travel and Transport Services

- 2.6.1 This service manages the movement of people throughout Norfolk through the integrated planning of passenger transport services, ensuring people have sustainable and accessible transport choices and ensuring an accessible transport network.

3.0 Impact of ETD services on protected groups

3.1 Department wide

- 3.1.1 Much of the work that ETD does relates to inclusiveness for whole communities – including protected groups. Whilst this assessment focuses on the impact of specific groups, it is not intended that it would underplay the positive impacts of ETD services for example enabling access to travel to meet social, business and health needs.

3.2 Economic Development and Strategy

- 3.2.1 A range of potentially vulnerable service users benefit from accessible economic development and strategy.
- 3.2.2 Evidence suggests that disabled people are more likely to live in poverty and be economically inactive than non-disabled peopleⁱ. Although there are over 6.9 million disabled people of working age (which represents 19% of the working population), less than one third of those disabled people are employed compared with three-quarters of non-disabled adults of the same ageⁱⁱ. At 30%, the poverty rate for disabled adults in the UK is twice that for non-disabled adultsⁱⁱⁱ.
- 3.2.3 National statistics show that pensioners now account for just one sixth of all the people in low-income households^{iv}. Single female pensioners are more likely to be in low income than either single male pensioners or pensioner couples and older people aged over 75 are more likely to be in low income households^v.
- 3.2.4 Women tend to be economically disadvantaged in comparison with men, in terms of pay and position in the labour market and in terms of their participation in the labour market overall^{vi}.
- 3.2.5 Black, Asian and minority ethnic (BAME) people tend to be excluded from economic activity such as employment and self-employment by a range of factors such as language and cultural barriers and lack of access to appropriate training and support to gain employment.^{vii}
- 3.2.6 Research by the CASS Business School showed that ‘hidden innovators’ (disabled people, older people and BME people) could add over £15billion a year to the UK economy if the right support, advice, guidance and opportunities were created^{viii}.
- ### 3.3 Environment and waste
- 3.3.1 The potentially vulnerable service users who most benefit from an accessible Environment Service are disabled and older people. Evidence suggests that disabled people in particular tend to live in poorer neighbourhoods with lower environmental quality and tend to access green spaces and rural spaces much less than the general

population^{ix}. For example, access to green spaces often rely on having a car so people who cannot drive such as Blind and visually impaired people can find it very difficult to access the countryside independently. There would also be issues with the quality of the footpaths; many footpaths are not suitable for wheelchair or scooter users, or may only be partially accessible, which limits how people can access outdoor areas.

- 3.3.2 In addition, Black, Asian and minority ethnic people (including migrant workers) and Gypsies and Travellers may also face inequalities in relation to accessing places to live and services once they have found residence in an area^x. Gypsies and Travellers who live on authorised sites have access to some amenities on site but may face barriers when accessing services in the wider community and those who are transient may have little or no access to some services^{xi}.
- 3.3.3 The potentially vulnerable service users who most benefit from an accessible Waste Management Service are disabled and older people. This is because these groups may experience difficulties accessing recycling centres, or in taking recyclable material which is not currently collected for recycling by the Waste Collection Authority to centres. For example, disabled people may find it more difficult to move larger items or lift them into a vehicle in order to take them to the recycling centre, or if they are assisted to load up their car, and site staff will provide assistance to unload it again at the centre. There may also be an issue for Deaf or hard of hearing people to communicate with recycling centre staff if they need assistance. The Norfolk Disability Survey 2010 highlighted that access to recycling facilities was an issue for disabled people in Norfolk^{xii}.

3.4 Highways

- 3.4.1 The potentially vulnerable service users who most benefit from accessible highways in Norfolk are disabled and older people. This is because these groups are particularly affected by the condition and quality of the highway – both in terms of its maintenance, pedestrian safety, signage, street lighting, cycle ways and footways^{xiii}. For example, many people with sight impairments may find it difficult to use complex pedestrian crossings, where they interact with traffic coming from multiple directions, especially if some of the traffic flow is not controlled by crossings but by traffic islands (which rely on a person having sight to be able to judge when to cross safely). Another example is the interaction between pedestrians, wheelchair users, scooter users and cyclists on a footway, where people are moving at different speeds, there is reliance on hearing and sight to navigate safely and there may be conflicts in terms of space on narrow footways.
- 3.4.2 Disabled and older people may have mobility problems which means they may use mobility aids (such as walking sticks, walking frames, wheelchairs and scooters) and so need footways and public highways to be accessible to them. They may also have hearing or sight impairments which can make way-finding and navigation (for example around street furniture or unexpected objects) much more difficult than it is for non-disabled people.

3.5 Public Protection

- 3.5.1 The potentially vulnerable service users who most benefit from an accessible Public Protection Service are disabled and older people. This is because disabled and older people tend to have the most difficulty in accessing services generally and securing

their rights as consumers^{xiv} and being vulnerable to rogue traders^{xv}. They are also the most potentially vulnerable in emergency situations^{xvi}. For example, if a person is required to leave their homes on notification of an emergency, they may be more vulnerable if they have a mobility problem or a sensory impairment which means that they may need assistance to reach a place of safety. There are also issues with rest centres which are often in buildings where there may be poor access for disabled people, and no appropriate toilet or washing facilities for them to use.

3.6 Travel & Transport services

- 3.6.1 The potentially vulnerable service users who most benefit from accessible travel and transport in Norfolk are disabled and older people. This is because disabled and older people are particularly affected by the accessibility of the public transport network^{xvii}. Some disabled people are unable to drive due to their impairment and are mostly or totally reliant on public transport to live and travel independently. Some disabled people who are able to drive may not be able to afford to own a car, and some disabled people may simply want to use public transport for the same reasons as non-disabled people but require an enhanced level of accessibility in order to do so. Some people are able to travel independently with additional support and work is carried out to actively encourage this at key locations e.g. shop-mobility at Norwich and King's Lynn bus stations.
- 3.6.2 Disabled people in Norfolk consistently state in consultation and research that accessible travel and transport has a major impact on their ability to access employment, health and leisure opportunities and is a top priority^{xviii}.
- 3.6.3 Disability of public transport relates to a range of areas. In addition to the more obvious, physical aspects – such as accessible public transport vehicles - other things are also important to enable people to travel. For example, disabled and older people may have difficulty in obtaining travel information and purchasing tickets. Facilities like electronic ticket machines, real time bus information screens and online PDF leaflets may not be accessible to blind and visually impaired people. People who need support to make decisions about the best route/ticket/service for them (i.e. people with learning difficulties or mental ill-health, people who cannot read (or who cannot read English) may also have difficulties. Access to seats in waiting areas and accessible toilets may be necessary for some disabled people or carers to travel.
- 3.6.4 There are also some recognised inequalities in terms of access to and use of transport infrastructure between men and women^{xix}. For example, women tend to be greater users of public transport than men, and are more likely to be travelling with small children. They may also have greater access needs to schools, shopping facilities, health facilities and employment^{xx}.

4.0 Data on impact of ETD services on protected groups

- 4.1 Many of the services provided by ETD are 'universal' in that they are provided for the benefit of all Norfolk residents, e.g. highways and footways, public protection services, waste management and heritage. In terms of a profile of who uses the service, the profile would be the profile of Norfolk residents overall. The focus therefore would need to be on the impact of those universal services on protected groups (where relevant).

- 4.2 Some services do capture data about users, because they are services provided only to those who are eligible. These are:
- a. Provision of concessionary bus passes (information captured in UNICARD & concessioncard.net)
 - b. Transport for adults to day services and school transport (information is captured in the Adult Integrated Transport Database)
- 4.3 There are variations between these databases in terms of what data they capture about protected groups. All three databases capture data on age, gender, the bus pass and transport databases capture information about disability, and none of the other protected characteristics are recorded by any of the databases.

5.0 Work taken forward through the improvement plan

- 5.1 An improvement plan is in place to take forward actions to contribute to promoting equality across all ETD services. A number of actions have been taken forward since the original equality assessment was agreed in July, and these are summarised below.

5.1 Department wide actions

- 5.1.1 A performance measure is now included in the ETD performance dashboard, and progress against the measure – monitoring progress on the ETD equality improvement plan – is reported to Overview and Scrutiny Panel at each meeting.
- 5.1.2 ETD has an officer equality working group which meets bi-monthly. It has representatives for each of the service areas, and it monitors progress on the improvement plan (which came out of the recommendations made to Panel as a result of the first review). The Group also considers cross-department matters for example if new equality related training becomes available the group will discuss which groups of staff it should be targeted at.
- 5.1.3 All staff now have access to four new e-learning training modules relating to equality; the Equality Act, equality in the workplace, Equality Impact Assessments and hate crime. Relevant frontline staff and managers have been encouraged to complete the training.
- 5.1.4 A review of all ETD strategies and policies is taking place to identify which have EQIAs, which do not, and whether the EQIA needs to be updated. Each strategy or policy is being RAG (Red, Amber, Green) rated, and for those identified as Red the Equality Impact Assessment is already in the process of being reviewed.

5.2 Economic Development and Strategy actions

The Economic Development team have pooled their funding with District Councils' to provide business start up support for local residents. The contract requires that this support is accessible to disabled people and the take up of the support will be monitored by disability, BAME and gender. In addition, the Norfolk Employment and Skills Board (ESB), which the County Council leads and chairs, seeks to address the key skills and employment issues facing all of Norfolk's residents.

5.3 Environment and waste actions

- 5.3.1 The Gypsy and Traveller Liaison Service engaged with Gypsies and Travellers on the formation of the current strategy. However, the service is also now considering a number of changes to the way it operates to respond to the need to reduce resource use in delivering the service. The process of consultation has engaged directly with Gypsies and Travellers.
- 5.3.2 The County Council is in the process creating a number of new main plus sites. A customer survey was carried out in 2012 which included specific feedback from disabled customers about key issues. Most of these focussed on the training and awareness of HWRC staff and the information provided to customers. In preparation for the redesign of the service, an Equality Impact Assessment was completed which contained some specific actions that will be taken forward within the design and delivery of the new service.

5.4 Highways

- 5.4.1 As the result of a complaint made by a disabled member of the public, a project has been set up to look at how accessibility issues can be addressed as part of the new streetworks permit process that NCC is developing. The proposed process is currently subject to formal statutory consultation, and this consultation includes disabled residents specifically. The guidance proposed includes a clause which requires streetworks operators to ensure that as far as possible they ensure the works address access issues. The method for doing this will be determined by guidance developed by disabled people in tandem with ETD officers and utility companies, and there will also be some free awareness raising workshops for utility companies.
- 5.4.2 During 2012 a pilot project was undertaken in ETD to look at how disabled people could be more involved in helping to decide how to make local developments and changes to footways and highways more accessible. Four site visits took place, where schemes were in progress but were at the stage where recommendations could be made about how to develop the site to improve accessibility. The projects visited were:
- a. A junction upgrade in Norwich city centre
 - b. A small scale town centre redesign in Thetford
 - c. An upgrade to a public footpath
 - d. Redevelopment of Thetford bus station
- 5.4.3 As a result of the visits, recommendations for improvements were made, some of which have already been implemented. A guidance document for designers has also been developed with disabled people and is being used by designers. The new guidance helps ensure equality issues are raised at concept stage of schemes. There have also been some changes to the advance warning signs on site where disabled parking bays are affected.
- 5.4.4 The Department is at an advanced stage in the procurement of highway contractors. As part of this work, an Equality Impact Assessment of the re-procurement exercise was undertaken. A number of broad considerations were identified which have been taken forward as part of the management of the re-procurement exercise.

5.5 Public Protection action

- 5.5.1 The business engagement team are working with a Black, Asian and Minority Ethnic community organisation to develop links with, and information provided to BAME businesses, in response to an issue that there are a disproportionate number of prosecutions for breaches of Trading Standards requirements from BAME businesses. A programme of work is currently being negotiated. The consumer protection team have also received Visual Impairment awareness training.
- 5.5.2 The Norfolk Emergency and Response Strategy 2012, Section 6 makes reference to meeting the needs of ethnic, minority and vulnerable groups. Section 12, Recovery also makes reference. The Norfolk Recovery Guidance document 2012 also makes reference to meeting the needs of ethnic, minority and vulnerable groups. The Norfolk Resilience Forum (NRF) Voluntary and Faith Sector Capability 2012 also makes reference to the needs of ethnic, minority and vulnerable groups. The above plans are reviewed in accordance with the requirements of the NRF Business Plan. The NRF is creating a new Community Engagement Group/Work Stream to ensure that partners work closer together in the delivery of activities, paying particular attention to the needs of ethnic, minority and vulnerable groups.

5.6 Travel and Transport

- 5.6.1 In 2012 the Travel and Transport team worked with disabled people and bus operators to identify what issues disabled people faced in using the buses in Norfolk. As a result of the joint workshops, a mystery shopping exercise was designed and delivered by disabled residents. The key issue that came up was driver training and awareness of disability, and disabled residents are now working with operators to improve how driver training addresses disability equality issues.
- 5.6.2 As part of the Better Bus Area project, ETD have been engaging with Blind and Visually Impaired bus users about the provision of information about bus services in the Norwich area including the trailing and installing of the RNIB REACT system. In addition, ETD have been working with the Consultation and Community Relations Team who are working in partnership with Opening Doors to train people with learning difficulties to support other people with learning difficulties to navigate the bus system in Norwich using the new bus information system. This is a unique piece of work based on co-production principles that is empowering disabled residents to support each other in using services.

6.0 Annual review conclusions and opportunities

- 6.1 A lot of progress has been made in the department since the original assessment was developed in July 2012. Staff have increased their confidence, knowledge and awareness around equality issues and how they relate to their role and this should pave the way for further positive developments.
- 6.2 The continuing support of, and engagement from the ETD Senior Management Team and the ETD equality group has meant that the momentum on many pieces of work have kept up their momentum and delivered very positive results.

7.0 Areas of focus for the 2013/14 improvement plan

7.1 As mentioned above, the department already has an improvement plan in place and existing actions will continue to be progressed. In addition, the annual review of the assessment has helped to identify some further areas of focus for the 2013/14 improvement plan, as set out below.

7.2 Department wide focus

- Continuing to make use of the data and evidence captured to better understand our service users and their needs, including promoting awareness of the data and evidence available and gathered.
- Evaluating the impact of the staff learning gained through completion of e-learning modules on hate crime, the Equality Act. Workplace equality and Equality Impact Assessments.
- To further develop the role of the ETD equality officer working group so that it develops a more knowledge/good practice sharing role.

7.3 Economic development and strategy focus

- To continue to ensure that opportunities to promote economic participation for BAME, disabled people, young people and women are developed and promoted as part of the delivery of the overall economic strategy for Norfolk.

7.4 Environment and waste focus

- To ensure that the implementation of any changes to the service is monitored in terms of the impact on the Gypsy and Traveller community and that any key inequalities identified will be examined in terms of delivering appropriate and resource effective remedies.
- To follow up on the actions identified in the Recycling Centre Equality Impact Assessment to ensure that these are addressed in the provision of the service.

7.5 Highways focus

- To continue to test the new guidance for designers with disabled residents and to devise a robust process for engaging disabled people on schemes at the design stage.
- To develop the Streetworks permit scheme to include accessibility and to raise awareness amongst utility companies about how to meet this guidance in practice. Review the effectiveness of the guidance with disabled residents a year from implementation of the permit scheme.

7.6 Public protection focus

- To continue to engage with BAME businesses about provision of information on Trading Standards requirements

- To continue to develop the Home Shield scheme (note that public protection have taken on the hosting of the scheme) which signposts older and vulnerable people to ensure that they access the support they need and to help avoid vulnerable people 'falling through the cracks'.

7.7 Travel and Transport focus

- To continue to develop the bus driver training and to work with bus operators and disabled people on other aspects of service improvement. Note some work with the Youth Parliament is already underway.
- To monitor the impact of the changes introduced under the Better Bus Area Project on protected groups, particularly disabled people.

ⁱ Tania Burchardt, *Enduring economic exclusion: disabled people, income and work*, Joseph Rowntree Foundation, October 2000

ⁱⁱ From Berthoud R 'The Employment Rates of Disabled People' DWP research report no 298 2006.

ⁱⁱⁱ Palmer G, Carr J and Kenway P 'Monitoring Poverty and Social Exclusion 2005' Research Report for the Joseph Rowntree Foundation 2005.

^{iv} From The Poverty Site <http://www.poverty.org.uk/64/index.shtml?2> based on figures from the Family Resources Survey

^v From The Poverty Site <http://www.poverty.org.uk/64/index.shtml?2> based on figures from the Family Resources Survey

^{vi} An Anatomy of Economic Inequality in the UK, Govt Equality Office, 2010

^{vii} See East of England Development Agency 'Ending Ethnic Inequality: the need for greater economic opportunity for Black and Minority Ethnic communities' 2009

^{viii} Logan J, Hendry C, Courtney N, Brown J, 'Unlocking the Potential of the UK's Hidden Innovators' CASS Business School, City of London University & MICROSOFT 2008.

^{ix} See Schwarte C and Adebawale C M 'Environmental Justice and Race Equality in the European Union' Capacity Global 2007 and

Walker G, Eames M, Fay H and Poustie M 'Environment and Social Justice:

Rapid Research and Evidence Review' Sustainable Development Research Network 2004 and

Commission for Architecture and the Built Environment (CABE) report 'Community Green; using local spaces to tackle inequality and improve health' CABE and DCMS 2010.

^x Rogaly Dr B and Dr Taylor B 'Migrant Working in West Norfolk' Sussex Centre for Migration Research, University of Sussex June 2004.

^{xi} Semlyn C, Greenfields M, Burnett S, Matthews Z, and Whitwell C "Inequalities experienced by Gypsy and Traveller communities: A review' EHRC Research Report 12 2009

^{xii} See Disability Pilot Project report 2011 on

http://www.norfolkambition.gov.uk/Key_Theme_Partnerships/Norfolk_Community_Cohesion_Strategic_Group/index.htm

^{xiii} See McQuade C & Thomas J 'Measuring physical access barriers to services: 'Snapshot' research in 4 town/city centres in Britain' JMU Access Partnership and Disability Rights Commission 2004

^{xiv} Burden R 'Vulnerable consumer groups: quantification and analysis' OFT 1998.

^{xv} See 'Sharp selling practices in the selling of assistive products to older people' Ricability 2002.

^{xvi} Eyre Dr A 'Literature And Best Practice Review And Assessment:

Identifying People's Needs In Major Emergencies And Best Practice In Humanitarian Response' DCMS 2006.

^{xvii} For example, a SCOPE/Demos report (Gillinson S, Miller P& Huber j 'Disablist Britain; Barriers to Independent Living for Disabled People in 2006') xvii found that:

- Disabled people travel a third less often than other people
- Nearly half (41%) of disabled people in England and Wales say they experience difficulty with travelling. A quarter (25%) experience difficulty travelling to and from the doctor or hospital, 23% have experienced problems visiting friends or relatives and 18% visiting leisure facilities. Some 23% of disabled workers say they find travelling to and from their place of work difficult.
- The national average for accessibility of buses is only around 30%
- Of disabled people who use public transport, over half (56%) have to resort to using costly taxis for easier access.
- Nearly two-thirds (60%) of households containing a disabled person do not have access to a private car, compared to 27% of the general population.
- More than one in five spaces reserved for disabled drivers are abused by non-disabled motorists.
- Bus drivers are rated as the most unhelpful public transport employees by disabled people, with 20% of respondents saying that they are unhelpful, compared with 13% for train station staff, 6% for both on train staff and taxi drivers, and just 2% for airline stewards.
- Disabled people drive 47% less often than non-disabled people, they use taxis/minicabs 67% more frequently and buses 20% more frequently.

^{xviii} Norfolk Disability Equality Scheme 2006; Norfolk Equality Strategy 2008; Norfolk Disability Survey 2010; Norfolk Disability Pilot Project

^{xix} From Turner J 'Promoting gender equality in transport' EOC 2005.

^{xx} From Turner J 'Promoting gender equality in transport' EOC 2005.